

**TEHACHAPI VALLEY HEALTHCARE DISTRICT
Strategic Planning Committee - SPECIAL**

May 15, 2025 12:30pm

Tehachapi Valley Healthcare District Office

116 W F Street, Tehachapi, CA 93561

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 245924586291

Passcode: vn6Hq9gE

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AGENDA

I. CALL TO ORDER

II. PUBLIC COMMENTS ON ITEMS NOT APPEARING ON THE AGENDA

This time is reserved for persons to address the Board of Directors on matters not on the agenda over which the District has jurisdiction. Time is limited to 3 minutes per speaker. The Board of Directors can take no action on your presentation. Any person desiring to speak on an item on the agenda will be given an opportunity to do so prior to the committee acting on the item.

III. MINUTES APPROVAL

A. Approval of April 10, 2025 minutes

IV. NEW BUSINESS

A. Non-medical Transportation Business

V. OLD BUSINESS

A. Generators

B. Business Plan Review

VI. BOARD COMMENTS ON ITEMS NOT APPEARING ON THE AGENDA

VII. ADJOURNMENT

**TEHACHAPI VALLEY HEALTHCARE DISTRICT
Minutes Strategic Planning Committee - SPECIAL**

April 10, 2025, 12:30pm

Tehachapi Valley Healthcare District Office

116 W F Street, Tehachapi, CA 93561

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III. MINUTES APPROVAL

A. Approval of March 24, 2025 Special Minutes

MSA: Chaney/Sherrill

IV. NEW BUSINESS

A. Non-medical Transportation Business

Director Sherrill brought forth the idea of a non-medical transportation service. Peggy added that this was in the top three of wants in the community survey. Peggy added that the hospital has issues with discharges from the Emergency Department. Dial-a-Ride is by appointment only. **Christine to review grants for purchase of a van. Peggy to discuss with Adventist Health on needs. To start with the Emergency Department only.**

V. OLD BUSINESS

A. Generators

Discussion of keeping one generator on District property for the community to utilize and recharge equipment/phones/devices if there are emergencies.

TVHD would also have water and other items should an emergency occur.

B. Grants

See Business Plan Review

POSTED: 03/21/25

By: P. Mendiburu

C. Business Plan Review

- Old hospital parking lot: Placed on hold; working on lease for West Valley RFP
- West Valley: RFP to close March 25 and board meeting to follow on approval.
- F Street: Placed on hold will more than likely have to go out to bid.
- Grant Program: Providing AH with \$1M grant and Lydia is working with Cero Coso on grants for students who are studying in the medical field.
- Portable Generators: The option to sell or keep one generator was tabled at the BOD meeting. Discussion of making current office a place for emergencies with the generators here and not renting out. Will be put on April BOD agenda.

VI. BOARD COMMENTS ON ITEMS NOT APPEARING ON THE AGENDA

VII. ADJOURNMENT

How to start a non-emergency medical transportation (NEMT) Business

<https://medicaltransportationmavericks.com/start/types/how-to-start-a-non-emergency-medical-transportation-business/>

1. Choose Your Type of Non-Emergency Medical Transportation Business

The first step in launching a non-emergency medical transportation business is to identify the type of non-emergency medical transportation business you want to launch. You might choose from the following types among others:

- Air Ambulance
- Ground Ambulance
- Wheelchair Van Service

2. Name Your Non-Emergency Medical Transportation Business

Give your non-emergency medical transportation business an identity so people will think of it as a well-known and respected brand. You can take the name of your non-emergency medical transportation business from your industry, focus on a geographical location, or use your own name among other options.

The main goal for naming your non-emergency medical transportation business is to make it sound appealing and trustworthy so that patients and referral sources will want to use your services.

Create a winning medical transportation business plan quickly & easily using our business plan generator. Complete your business plan and financial model in just minutes.

→ Try it for free here ←

3. Determine Your Non-Emergency Medical Transportation Business Model

There are several possible types of business models for a non-emergency medical transportation business including:

1. **Scheduled Service:** This type of business model typically provides transportation between appointments or to and from medical facilities regularly.
2. **On-Demand Service:** This type of business model is characterized by providing transportation on an as-needed basis, often with little or no notice.
3. **Courier Service:** This type of business model involves the transport of medical supplies and specimens between facilities.

No matter which model you choose, make sure that it aligns with your business goals and the services you offer.

4. Choose a Legal Form for Your Business

By incorporating your non-emergency medical transportation business, you will limit your liability. You can incorporate as a Limited Liability Company (LLC), a C Corporation (C-Corp), or an S Corporation (S-Corp). Or you can operate as a sole proprietorship.

Commented [PM1]: Van cost large: \$120K-170K; small \$75K-\$100K (Christine to look into grants); van insurance \$7500 metro and rural \$3500 annually

Commented [PM2]: Could start out with East Kern only but most need rides to Bkfld or Palmdale

Commented [PM3]: This would be hard as on call driver especially if helping the ER who needs this service the most. I'm looking at Kern Transit and possibility of bus stop near hospital.

The business structure you choose for your non-emergency medical transportation business will determine the amount of taxes you pay and which state or federal tax forms you need to file.

Read our article comparing the most common non-emergency medical transportation business structures.

5. Write a Non-Emergency Medical Transportation Business Plan

All non-emergency medical transportation business owners should develop a business plan.

A business plan is a document that outlines the goals, strategies, and operations of a business. It can be used to secure funding from investors or lenders, as well as to guide the day-to-day operations of the business. The business plan should include information on the company's products or services, market analysis, financial projections, and management team among other things.

When developing your non-emergency medical transportation business plan and strategy, you should think about the following questions your customers might have:

1. What services does your non-emergency medical transportation business offer?
2. How do I schedule a pickup or drop-off?
3. What are your rates?
4. Do you provide wheelchair-accessible vans?
5. How long will it take to get to my destination?
6. Can I bring my pet with me?
7. What is your cancellation policy?

Commented [PM4]: Need to decide (ambulatory, wheelchair, gurney)

Commented [PM5]: How many trips per day if bkfld and palmdale or local

Commented [PM6]: Average scheduled rate \$25 OW
Ambulatory \$25; Wheelchair OW 42.00; Immediate response pickup: Ambulatory \$65 OW; Wheel chair \$75 OW; night call 7pm-7am \$58 OW; Weekends \$28 OW; Holidays: \$58 OW; Waiting time: \$25 an hr

Read our article about how to write a non-emergency medical transportation business plan.

6. Apply for the Necessary Permits and Licenses

There may be required licenses and permits you need to obtain before launching your non-emergency medical transportation business.

For example, you may need to obtain a commercial driver's license (CDL) if you plan on driving. If you are hiring drivers, they will need a CDL. Depending on your state, you may be required to have a special permit or insurance coverage for operating a non-emergency medical transportation business.

You must also register your non-emergency medical transportation business as a legal entity with the state where you plan to do business. You can simply file an online form through your Secretary of State website.

Registering with the federal government is also essential so you can properly pay taxes for your business. You will also need an Employer Identification Number (EIN), which you can apply for at the IRS website, if you plan to hire employees. **Read our article about obtaining the proper non-emergency medical transportation business licenses:**

Commented [PM7]: A Requirement; I will reach out to other Districts

Commented [PM8]: Probably our business is tax exempt; will reach out to other Districts; FYI sometimes NMT can be covered by Medi-cal/caid: their rate of reimbursement is \$20 but more complicated process

Advantages of Sole Proprietorships:

- A sole proprietor is taxed as a regular taxpayer along with any other income they make from their medical transportation business (you don't need to pay corporate taxes).
- The owner is self-employed, so you don't have to worry about formation or paperwork. This can be beneficial at the start of a business when there's little need for funding. There are also no requirements for filing annual reports or paying fees to the state, which saves time and money during the initial stages of a business.

Disadvantages of Sole Proprietorships:

- Liability is the biggest issue associated with a sole proprietorship. The owner of this business structure is personally liable for any debt or legal consequences incurred by the company.
- Securing business loans can be difficult because there's no collateral or separation between the business owner's assets separate from those of the business.
- The lack of an established record-keeping system and the absence of a legal distinction between the business and its owner can make it challenging for a sole proprietorship to expand.

This is a great option for small start-ups because it doesn't require much paperwork. But, there are risks with this option, as if someone sues your business and wins, you will likely have to pay for it personally.

Next section was pros and cons of setting up corporation or LLC... I did not copy that. CMS

7. Determine Your Budget & Apply for Funding as Needed

In developing your non-emergency medical transportation business plan, you will figure out how much funding you need to start and grow your business.

If you have your own funds to invest in your non-emergency medical transportation business, you may consider taking advantage of that. In addition to your personal funds, other forms of potential funding for your non-emergency medical transportation business include traditional bank loans, SBA loans, credit cards, angel investors and family and friends.

Read our article about [how to fund your non-emergency medical transportation business](#):

Summary of funding:

Starting a medical transportation company requires funding, and numerous funding and financing options are available to help you get your business off the ground. The most common options are bootstrapping, debt financing, and equity financing. Consider all your options and create a solid business plan to increase your chances of success.

8. [Get the Technology & Software Needed to Run Your Business Efficiently](#)

When you start your non-emergency medical transportation business, it's essential to have the right technology in place to maximize efficiency. You definitely need a computer with Internet access, and accounting software for tracking expenses and revenues.

Commented [PM9]: Usually cost is \$80 per mth for software

You may also want to invest in [GPS tracking for your vehicles and dispatch software to help you manage your drivers](#).

Commented [PM10]: I would want this

Read our article about the technology and software you need to run a non-emergency medical transportation business:

Non-Emergency Medical Transport Software and Dispatch Solutions

The first software you'll need for your NEMT business is a dispatch solution. This software will help you manage your dispatch operations, including scheduling and routing. It's important to choose a dispatch solution that is scalable, so that it can grow with your business. Additionally, look for a solution that offers real-time tracking, so that you can see where your vehicles are at all times.

Another important software for NEMT businesses is passenger management software. This software will help you keep track of your passengers, including their contact information and medical history. It's important to choose a passenger management solution that is easy to use and that integrates with your other software solutions.

For business operations, consider using software that allows you to track your vehicles, fuel usage, and maintenance. This software will help you keep your vehicles in top condition and save money.

You can also purchase accounting and bookkeeping software to help you manage your finances. This software will help you with invoicing, billing, and payroll.

It also makes sense to pick up a customer relationship management solution. This software will help you keep track of your customers and their contact information. Additionally, it can help you manage customer service and support.

Important Features

When choosing software for your NEMT business, there are several essential features to look for. First, the software should be easy to use. You and your employees should be able to quickly learn how to use the software without extensive training.

Additionally, the software should be scalable, so that it can grow with your business. Look for software solutions that offer discounts for multiple users. This will help you save money as your business grows. Finally, look for software that offers 24/7 customer support so you can get help when you need it.

NEMT Software Options

There are a variety of software options available for NEMT businesses. The top options include:

Dispatch Solutions

- GPS tracking and routing
- Customer management
- Vehicle maintenance scheduling

- Real-time visibility into fleet

Passenger Management Solutions

- Medical history tracking
- Contact information management
- Integration with other software solutions

Vehicle Tracking and Maintenance Solutions

- Fuel usage tracking
- Vehicle maintenance history
- 24/7 customer support

Accounting and Bookkeeping Solutions

- Invoicing
- Billing
- Payroll

Customer Relationship Management Solutions

- Contact information management
- Customer service and support
- 24/7 customer support

Conclusion

If you're looking for the best software for your NEMT business, it's essential to consider your specific needs. There are various software options available, so it's essential to consult with an expert to find the best solution for your business. Once you've found the right software, you can focus on growing your business and providing the best possible service to your passengers.

9. Market Your Non-Emergency Medical Transportation Business to Potential Clients

Before you start selling your services, you have to let the world know you exist. The first step is to create a website so people can learn more about your services and how they benefit them.

After you launch your website, start promoting it through social media channels like Facebook, LinkedIn, and Nextdoor. Also consider networking with other people in the non-emergency medical transportation industry through social media and blogs so they can help share your business.

You also need to start gathering the materials needed to execute on your promotions strategy, which is your strategy for attracting new customers. Non-emergency medical transportation businesses should consider the following promotional strategies for which you should start getting prepared:

1. Sponsoring local charity events

2. Offering free or discounted services to nonprofit organizations
3. Distributing promotional materials (e.g. brochures, business cards, flyers) at community events
4. Conducting informational interviews with local businesses and organizations
5. Participating in trade shows and conferences related to your industry

Read our article about [how to market your non-emergency medical transportation business](#) for more tips:

Key Components of a Medical Transportation Marketing Plan

A great marketing plan has eleven sections as follows:

1. Executive Summary
2. Target Market Segments
3. Unique Selling Proposition (USP)
4. Pricing and Positioning Strategy
5. Distribution Strategy
6. Offers
7. Marketing Materials
8. Promotions Strategy
9. Digital Marketing Plan
10. Conversion, Referral, and Retention Strategy
11. Financial Projections

We provide more detail for each of these key components below.

Executive Summary

The executive summary is a brief overview of your entire marketing plan. It should include your overview information from each of the other sections, such as your target market, unique selling proposition, key promotions strategies, and financial projections. It should also clearly outline the type of medical transportation business you will be starting.

Target Market Segments

When it comes to marketing a medical transportation audience, it is important to identify your target market segments. Who are your most likely customers? Consider factors such as age, gender, income, location, and lifestyle when determining your target market segments.

For example, a medical transportation business' customers may include:

- Patients who need to be transported to and from medical appointments
- Patients who need to be transported to and from hospitals or other medical facilities
- Family members or friends of patients who need transportation assistance
- Employees of medical facilities who need transportation assistance
- People with disabilities who need transportation assistance

Break down each of these segments by considering their needs, wants, and pain points. For example, the needs of a medical transportation business' customers may include:

- Convenient transportation services
- Affordable transportation services
- Safe and comfortable transportation services
- On-time transportation services
- Reliable transportation services
- Dependable transportation services

By understanding your target market segments, you will be better equipped to create marketing messages that resonate with them.

Unique Selling Proposition

Your unique selling proposition (USP) sets your medical transportation company apart from other medical transportation businesses. What do you offer that nobody else does?

For example, your USP may be that you offer the most affordable medical transportation services in your area. Or, you may offer the most convenient medical transportation services, such as pick-up and drop-off services to and from patients' homes.

No matter your USP, make sure it is evident in your marketing materials. Your clients should be able to see immediately what makes you different from the other business in their area.

Pricing and Positioning Strategy

Your pricing and positioning strategy will be determined by your target market segments and your unique selling proposition.

For example, if you are targeting high-end clients, your prices will be higher than if you were targeting budget-conscious customers. Likewise, if you offer the most convenient medical transportation services, you will want to position yourself as the premium option in your market.

No matter your positioning strategy, make sure your pricing strategy is competitive. Consider conducting a market analysis to see what other medical transportation businesses with which you compete are charging for similar offerings.

Distribution Strategy

Your distribution strategy will determine how you get your medical transportation services to your target market. There are a variety of options to consider, such as:

- Direct sales
- Indirect sales
- Online sales
- Referral programs
- Partner programs

- Affiliate programs
- Wholesale agreements

Your distribution strategy documents how customers will buy from you. For example, will they buy directly from you in person? Will they buy online? Will they purchase from your partners, distributors, etc.

Offers

Providing offers through your business is a great way to entice customers to make a purchase. For example, a medical transportation company can offer a discount to customers who refer new clients.

You may also offer seasonal discounts or package deals. For example, you could offer a discounted rate for transportation services if the customer schedules their transportation in advance.

No matter what type of offers you provide, make sure they are relevant to your target market segments and that they provide value. Otherwise, customers will not be likely to take advantage of them.

Marketing Materials

Your marketing materials should be based on your unique selling proposition and target market segments. They should be designed to grab attention and generate interest in your business.

Some of the marketing materials you might want to create include product brochures, flyers, and website banners. You will also want to ensure your branding is strong and consistent across all your marketing materials.

Promotions Strategy

Your promotions strategy includes the methods you will use to attract new customers. It should be designed to generate excitement and encourage customers to try your business.

Medical transportation businesses should consider the following promotional strategies:

1. Sponsoring a local event by providing transportation for participants.
2. Creating a social media profile for your business and actively engaging with potential customers.
3. Develop relationships with local healthcare providers and hospitals to promote your services.
4. Creating a blog or podcast about medical transportation and promoting it across various channels.
5. Offering discounts or coupons for your services.
6. Holding a contest or giveaway that encourages people to try your services.
7. Participating in trade shows or industry events.

You should design your promotions strategy to reach your target market segments. You should also consider how often you will promote your business and what budget you have for promotions.

Digital Marketing Plan

In today's digital age, it's essential to have a solid digital marketing plan. This will help you reach a wider audience and drive more traffic to your business.

Some of the digital marketing tactics you might want to use include search engine optimization (SEO), pay-per-click advertising, social media marketing, and email marketing. You will also want to ensure your website is mobile-friendly and easy to navigate.

Medical transportation businesses should consider the following digital marketing strategies:

1. **Search engine optimization:** Use relevant keywords on your website and blog to attract people searching for medical transportation services.
2. **Pay-per-click advertising:** Create targeted ads that appear when people search for keywords related to your business.
3. **Social media marketing:** Use social media platforms like Facebook, Twitter, and Instagram to connect with potential customers and promote your business.
4. **Email marketing:** Send newsletters, special offers, and other promotional material to people who have subscribed to your email list.
5. **Content marketing:** Write blog posts, create infographics, and produce videos that provide information about your business and industry.
6. **Online reviews:** Encourage your customers to leave reviews on popular review sites like Google, Yelp, and Angie's List.
7. **Mobile marketing:** Create mobile-friendly content that can be accessed on smartphones and other devices.

Your digital marketing plan should be designed to reach your target market segments. You should also consider how often you will promote your business and what budget you have for promotions.

Conversion, Referral, and Retention Strategy

Your conversion, referral, and retention strategy should be designed to keep customers coming back. For example, consider offering loyalty rewards, discounts for referrals, and other incentives to encourage customers to continue using your business.

You will also want to make sure your customer service is top-notch. Respond quickly to any complaints or concerns, and always go above and beyond to exceed customer expectations.

Medical transportation businesses should consider the following conversion, referral, and retention strategies:

1. **Offer loyalty rewards:** Give discounts or other perks to customers who use your services regularly.
2. **Provide referrals:** Give discounts to customers who refer new business your way.
3. **Run promotions:** Offer special deals and promotions to encourage people to try your services.
4. **Foster customer relationships:** Build strong relationships with your customers by providing excellent customer service.
5. **Get involved in the community:** Participate in local events and give back to the community to make your business more visible.

1. **Train your staff:** Ensure your employees are adequately trained to provide the best possible service.
2. **Be consistent:** Always provide the same high level of service to keep customers returning.

Financial Projections

Last but not least, you will need to create financial projections for your business. This will help you track your progress and ensure you are on track to meet your goals. Costs: vehicle - \$75K to 150K; insurance - \$7500 annually; driver: \$35K-\$45K; dispatcher/scheduler (\$25 per hour)

The key information to include in these financial projections are your monthly marketing expenditures and expected sales. Be sure to update your projections on a regular basis to reflect any changes in your business.

Financial projections for a startup medical transportation business may include:

1. Monthly marketing expenditures
2. Expected sales
3. Projected profit and loss
4. Cash flow statement
5. Balance sheet
6. Break-even analysis

Summary

Creating an effective marketing plan for a medical transportation business requires time. However, by following these steps, you can develop a quality marketing plan that will help you successfully launch and grow your medical transportation business.

10. Get New Clients & Grow Your Business

When you promote your services, you'll start to get interest from potential clients.

Make sure you're ready to serve these clients. Also, be sure to establish systems to ensure consistency and reduce costs. And be sure to find and train the right people to help you grow your non-emergency medical transportation business.

Finish Your Medical Transportation Business Plan in 12 minutes!

Wish there was a faster, easier way to finish your business plan?

With our amazing business plan generator you can finish your plan in just minutes!

Finish your medical transportation business plan today!

Read our article about how to effectively grow your non-emergency medical transportation business to learn more.

Starting a Non-Emergency Medical Transportation Business FAQs

Why Start a Non-Emergency Medical Transportation Business?

What are Some Tips for Starting a Non-Emergency Medical Transportation Business?

Where Can I Find a Simple Checklist for Starting a Non-Emergency Medical Transportation Business?

Summary

Starting a non-emergency medical transportation business can be a great way to help people in your community and make a profit while doing it. To get started, research the market, create a business plan, and apply for the necessary licenses and permits. Once you have everything in place, start promoting your services online and attract new clients.

Medical Transport Industry Overview

The medical transportation industry includes a wide range of services, from ambulance services to non-emergency medical transportation (NEMT) providers. The sector is responsible for transporting patients to and from medical appointments, as well as to and from hospitals and other medical facilities.

The medical transportation industry is growing at a rapid pace, with the global medical transportation market expected to reach \$37.3 billion by 2025. This growth is being driven by several factors, including an aging population, the increasing prevalence of chronic diseases, and the need for medical transportation services in rural areas.

Commented [PM11]: Growth rate to 2035 is 9% for NEMT

In the United States, the medical transportation industry is regulated by the Centers for Medicare & Medicaid Services (CMS). CMS provides reimbursement for medical transportation services, which is a significant source of revenue for medical transportation providers

Commented [PM12]: Medicare/caid could cover some costs but only \$20 per transport

Medical Transportation Market Share

The medical transportation industry is highly fragmented, with many small and regional players. The top five companies in the medical transportation market accounted for less than 20% of the total market in 2017.

The largest medical transportation company in the United States is American Medical Response (AMR), which operates in 44 states and Puerto Rico. AMR is a subsidiary of Envision Healthcare, which KKR acquired in 2018.

The second-largest medical transportation company in the United States is Falck USA, a subsidiary of Falck A/S, a Danish company. Falck USA operates in 20 states and provides a wide range of medical transportation services, including ambulance, non-emergency medical transportation, and patient transport.

Medical Transportation Industry Interesting Statistics

- The medical transportation industry is growing rapidly, with the global medical transportation market expected to reach \$37.3 billion by 2025.
- In the United States, over 22,000 medical transportation companies employ more than 200,000 people.
- The medical transportation industry is highly fragmented, with the top five companies accounting for less than 20% of the total market.

- The medical transportation market is estimated to be worth over \$24 billion by 2020

I didn't copy the next sections regarding growth of NEMT... CMS

Conclusion

If you're thinking of starting a medical transportation business, now is a good time to do so. There is a growing demand for medical transportation services, and the industry is expected to continue to grow in the coming years.

Setting Your Non-Emergency Medical Transportation (NEMT) Fee Schedule & Rates

How to Establish Non-Emergency Medical Transportation Fee Schedule and Rates

<https://medicaltransportationmavericks.com/start/non-emergency-medical-transportation-fee-schedule/>

The first step is to understand the average non-emergency medical transportation service rates. These rates can vary depending on the type of service, the distance traveled, and other factors. Once you understand the average rates well, you can begin to establish a fee schedule and rates.

Average NEMT Service Rates

Below are some average non-emergency medical transportation service rates:

Type Van of Service

- Wheelchair: \$45-\$85 per trip
- Ambulatory: \$35-\$75 per trip
- Stretcher: \$95-\$250 per trip

Distance Traveled

- Fewer than 10 miles: \$10-\$20 per trip
- 11-20 miles: \$15-\$30 per trip
- 21-30 miles: \$20-\$40 per trip
- 31-40 miles: \$25-\$50 per trip
- 41+ miles: \$30-\$60 per trip

What is a NEMT Fee Schedule

A non-emergency medical transportation fee schedule is a document that outlines the fees charged for various NEMT services. The fee schedule should be clear and easy to understand so that both NEMT providers and customers know what to expect.

If you become a Medicaid and Medicare provider, these clients will have a set fee that you will be reimbursed for each ride. The Medicaid and Medicare non-emergency medical transportation fee schedule is as follows:

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- Wheelchair van: \$24.50 per trip
- Ambulatory van: \$21.00 per trip
- Stretcher van: \$92.00 per trip

Factors that Impact the Fee Schedule and Rates

There are a few factors that can impact the non-emergency medical transportation fee schedule and rates, such as:

Type of service: The type of service can greatly impact the fee schedule and rates. If you offer wheelchair transportation, for example, your rates will be higher than if you only offer ambulette services.

Distance traveled: The distance traveled is another essential factor to consider when determining the fee schedule and rates. The further the distance, the higher the rate will be.

Number of people: If you are transporting more than one person, you will need to charge a higher rate to cover the additional costs.

In addition, take into account your business operations costs. The costs include the vehicle, fuel, insurance, and employee salaries. Average monthly costs for each are as follows:

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- Vehicle: \$400-\$1,000
- Fuel: \$100-\$300
- Insurance: \$200-\$500
- Employee salaries: \$2,000-\$4,000

Establishing Your Fee Schedule and Rates

Now that you know the average non-emergency medical transportation service rates and what factors impact the fee schedule and rates, you can start establishing fees. To do this, we recommend using a pricing calculator. This tool will help you input all the relevant information to get an accurate estimate of your fees.

You can also look at the fee schedule and rates that the competition in your area provides. Then, you can either match or beat their prices.

Conclusion

When it comes to non-emergency medical transportation (NEMT), many factors go into determining the final fee schedule and rates. However, by following some simple steps, you can establish a fee schedule and rates that work for your company and its customers.

Uber Health

https://www.uberhealth.com/us/en/sign-up/?utm_source=Bing_NonBrand&utm_campaign=CM2534191-search-bing-n

Care begins with getting there. If you are a public or **government entity**, please contact sales directly.

GO GO: Order a Lyft or Uber . I put in address in BVS and got: **Please note that there seems to be limited driver availability in your area. Driver availability can change throughout the day.**

Transportation Services - DHCS

<https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>

Medi-Cal offers transportation to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health, or substance use disorder appointments, and to pick up prescriptions and medical supplies.

Commented [PM13]: Medicare/caid \$20 per ride reimbursement

There are two types of transportation for appointments:

- Nonemergency medical transportation (NEMT) is transportation by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation.
- Nonmedical transportation (NMT) is transportation by private or public vehicle for people who do not have another way to get to their appointment.

When requesting transportation, be sure to contact DHCSNMT@dhcs.ca.gov as soon as you know you have an appointment. If you have many appointments, you can also request transportation for those appointments.

Grants, Request for Applications and Request for Proposals

Commented [PM14]: Christine said she would look into grants

https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/default.aspx

Get information on grants and applications; Request for Proposals and Request for Applications. Get Quarterly reports on the Primary and Rural Health care.

Grants

- [Small Rural Hospital Improvement Grant Application](#)

Request for Application (RFA) and Request for Proposal (RFP)

- [Critical Access Hospital \(CAH\) State Application](#)
- [Critical Access Hospital \(CAH\) Designation Protocol](#)
- [High Risk Infant Follow Up](#)
- [Medi-Cal Procurement RFPs | RFAs | IFBs](#)

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There is also a link to **laws and regulations**.

Wellness Wheels Transportation Program



Statistics show about 3.6 million Americans miss or delay medical services simply because they lack adequate means of transportation to and from medical appointments. This has been widely recognized as a major issue in the Morongo Basin as well.

In response, the Morongo Basin Healthcare District operates a FREE, Non-Emergency Medical Transportation service, known as the "Wellness Wheels" transportation program. Wellness Wheels transportation program provides FREE non-emergency transportation to medical and dental appointments throughout the Morongo Basin. We also transport clients to medical appointments in the low-desert, as far west as Arrowhead Regional Medical Center and as far east as Eisenhower Medical Center.

Vans are wheelchair accessible. Our drivers provide "door-to-door" and "door-through-door" assistance for wheelchair-bound clients and those needing special assistance. Transportation is provided to the patient and their caregiver (if applicable), and services are by scheduled appointment only.

To schedule transportation to your next appointment, call: **760-366-5438**

The Wellness Wheels transportation program is funded through the efforts of the Morongo Basin Healthcare District in partnership with community organizations and agencies.

To make a donation in support of the transportation program, please [click here](#).

Camarillo Healthcare District

Service Area

The Care-A-Van transportation service is pleased to assist Camarillo Health Care District residents. Rides must originate within District boundaries.

Hours of Operation

Hours are 8 a.m. to 4 p.m. Please work with your medical destination to schedule appointments within that time frame. *Service outside of these hours of operation may be able to be accommodated occasionally under special circumstances.*

Cost

- Cost is \$20 for a trip within Camarillo one way and \$40 round trip, Camarillo to Camarillo.
- Transportation from Camarillo to Oxnard, Newbury Park or Thousand Oaks is \$25 one way and \$50 round trip.
- Transportation from Camarillo to Ventura, Port Hueneme, Moorpark, or Westlake Village is \$30 one way or \$60 round trip (other destinations may be available depending on case load).

Reservations and Questions

To make a ride reservation, please call **805-388-2529**

- Please call Monday through Friday, 8 a.m. to 4:30 p.m. It's best to make a reservation at least two to three days in advance as same-day service can be difficult (*same-day service may be available occasionally under special circumstance*). We understand that things can change rapidly, so please call anyway but as much notice as you can give is always helpful in accommodating needs.
 - Credit card payment can be received by telephone for a convenient, cash-free ride.
 - You will be asked to provide your name, telephone number, pick-up location, destination and what time you need to be there, if you need wheelchair assistance and what type of wheelchair.
 - Traffic conditions and other unfortunate and unforeseen circumstances can affect timing of rides. Please know the drivers are sensitive to your needs and concerns, and have your best interest in mind. Every attempt at planning and timing will be made to get you to your appointment on time. Drivers may appropriately and safely pull off the roadway in compliance with law to contact the office for safety, assistance or to call your appointment destination.
-

Northern Inyo Healthcare District

CAREshuttle

Northern Inyo Healthcare District offers CAREshuttle, a non-emergency medical transportation service for patients. Patients can rely on CAREshuttle when local transportation (Eastern Sierra Transit Authority), family support or a friend is not available to drop off or pick up.

There is no cost to use this service, and CAREshuttle offers door-to-door or curb-to-curb service within a 60-mile radius of the city of Bishop, reaching from Mammoth Lakes to Lone Pine.

Please contact our coordinator for rides: [\(760\) 873-2055](tel:7608732055)



Resources

[Blog](#)

[Calendar of Events](#)

[Campus Map](#)

[CAREshuttle](#)

Southern Cascades Community Service District – Charges

DEPENDABLE, SPACIOUS VEHICLES FOR A COMFORTABLE RIDE!



We offer ambulatory, wheel chair, and gurney transports and have vehicles stationed in Adin, Alturas, Fall River Mills, Burney, Dorris and Susanville.

AMBULATORY, WHEEL CHAIR AND GURNEY. WE HAVE YOU COVERED!

This service provides transport to those who need it for medical, dental, vision and chiropractic appointments. This service also covers trips to pick up needed medications at the pharmacy. We take members to specialists that are long distances such as UC Davis, Sacramento and San Francisco.

We have a contract with Partnership Healthplan of California and also can also bill private pay transports.

Hospitals we can provide gurney and wheelchair transports for discharges or transports to other facilities. Many hospitals we bill directly. For billing questions regarding this please call (530) 325-5331 and ask to speak to Kelly.

Give us a call today for a quote. (530) 299-3114

We have vehicles in Adin, Alturas, Dorris, Fall River Mills, Burney and Susanville.

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
2	Old Hospital buildings and sheds	Improve utilization of old Hospital Purchasing Department and sheds	10/07/24 – Waiting on sizing of generators 10/10/24 – Provided sizing but part of AH lease		
3	Old Hospital – parking lot	Utilize ER parking lot for Mtn. Festival Parking or yard sales	10/07/24 – already doing this; the Chamber asked if they could utilize the parking lot east of current office for handicap parking for Apple Festival. I have received their liability certificate. 10/07/24 – ER parking lot is at 50% of useful life remaining. I will research cost to repave. 11/7/24 – Need to talk w/Scott as will require an RFP 01/16/25 – Place on hold. 04/07/25 – Have a major sinkhole that needs immediate attention 05/13/25 – Cost to repave PT parking lot and pave back of PT is \$10K; The Chamber plans on asking us about utilizing the parking lot for the upcoming car shows.	\$0.00	
4	E Street Clinic	Relocate Rural Health Clinic to	10/07/24 – Walked West Valley with		

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
		provide additional space	Adventist and provided documents on building. I have provided them three months on decision, until 12/19/24 for review of RHC guidelines. 11/07/24 – Gave AH a timeline of 4 mths 01/16/25 – AH said they are not interested due to costs to update to OSHPD		
5	Guild Property	Possible electrical safety issue Lease renewal, request to utilize outside area, light fixtures in shed	10/07/24 – Per lease agreement, Adventist is responsible for electrical Evaluate condition of electrical system in Guild Building to assure safe. 11/07/24 – checked agt; AH responsible 04/07/25 – Renewal occurs Aug w/a 3% increase in rent monthly	AH cost	
6	West Valley	Increase occupancy	10/07/04 – See #4 01/16/25 – working on possible tenant 02/13/25 – Need Consent letter from AH 04/07/25 – Bid awarded; work began		

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
			4/7/25; next cameras and auto lock 05/13/25 – paint/fixes complete; cameras installed; move in date 06/01/25		
7	F Street Property	Improve curb-side appearance and decrease water	Look into Xeroscape front yard vs Astroturf 11/07/24 – Have a quote 01/16/25 – may have to go out of Tehachapi as many locals do not do prevailing wage 02/13/25 – working w/Hanzel on quote for concrete along front and gravel/rock fill in for grass. 04/07/25 – will get quotes 05/13/25 – will look into redo front yard and auto water along with fence in back.		
9	New Hospital	Lots	10/07/04 – Closed session item.		
10	TVHD Garden	Purchase Storage Shed and continue lease to THRG	10/07/24 – I purchased shed for \$4000. Delivery scheduled for next week 10/07/24 – THRG has not been tending to the garden. We have two more years on use agt with THRG. 11/07/24 – Waiting on delivery	\$4000	

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
			01/16/25 – Storage shed delivered. Lease with THRG is good through 03/2026 02-13-25 – No update		
11	Grant Program	Three grants for students in the health science programs	09/12/24 – Lydia to contact Cerro Coso. Three grants \$5,000 for students of Cerro Cos Community College in Tehachapi enrolled in the health sciences. 10/07/24 – Donations to animal care entities. \$2K each? 11/7/24 – Lydia contact; I will be giving the \$1K for each animal entity per 10/10/24 mtg 01/16/24 – providing AH with \$1M grant and 3 \$1K grants to local pet rescues 01/16/24 – TVRPD has asked for \$1600 to support their walking app	\$15,000	Calendar year 2025

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
			<p>that we sponsored last year. 01/16/24 – Pamphlets from Cornerstone asking for a donation. 2/13/25 – Strategic Cte approved TVRPD app support for \$1600 02/13/25 – Last BOD mtg, approved \$1M for hospital protective walkway 4/7/25 – Lydia met w/Cerro Coso who suggested not two large grants but reach more kids at \$2500 4/7/25 The City and Cornerstone requested donations/sponsorships. This cte is recommending a no. To April board. Not approved.</p>		
13	Storage Rental Units	Empty the mini-storage rental unit	<p>Look into hiring student part-time scan documents and move remaining documents to F Street office. 01/16/25 – on hold</p>	Savings of about \$2600 per year	
14	Portable Generators x2	Move at least one generator from offsite to TVHD property	<p>10/07/24 – Reached out to Valley Power who is going to provide me a maintenance schedule; size is 218” L, 94”W x 109”High. Need to measure shed. 11/7/24 – Rcvd service quote, which is \$8K to service.</p>	\$0.00	

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
			<p>01/15/25 – Both generators have been serviced on 1/14/25. I am awaiting the paperwork.</p> <p>02/13/25 – Generators serviced. Cost was approximately \$8500. They have only 2 hours time on them. Mike Nixon said the mechanic was very thorough and professional.</p> <p>The generators are diesel fueled.</p> <p>03/24/25 – discussed moving both generators to this location and making it available during an emergency versus renting.</p> <p>05/13/25 – BOD gave direction of cost analysis to keep or sell</p>		
15	AH Hospital Improvements	Enclose Imaging Pavilion Walkway or showers, new parking lot for Medical Office Building	<p>10/07/24 – Waiting on Jenny to provide cost of walkway...I'm estimating \$800K; this would be the first project.</p> <p>01/16/25 – \$1M grant on next week's BOD agenda</p> <p>02/13/25 – Approved at Jan BOD. Photo Op scheduled</p> <p>05/13/25 – Oversight cte soon; will</p>	\$1M	

Tehachapi Valley Healthcare District

BUSINESS PLAN

	Product/Service/Property	Activity	Updates	Funding/Revenue/Expenses	Timelines
			open up attendance at BOD mtg.		

DRAFT