

Transportation to Project Roomkey for L.A. Care Members Quick Reference Guide

What is LAHSA's Project Roomkey?

- Project Roomkey (PRK) is led by the Los Angeles Homeless Services Authority (LAHSA) to provide interim housing (in hotels and motels) for people experiencing homelessness who are high risk and COVID-negative & asymptomatic.
- L.A. Care Health Plan (L.A. Care) members who are COVID-19 asymptomatic and have been approved by LAHSA for placement in LAHSA's PRK can request transportation.
- LAHSA typically provides phone confirmation of the location and time when a member should arrive at PRK for check-in. L.A. Care is working closely with LAHSA to update the list of approved PRK sites.
- People requesting transportation (Community Health Worker, Case Manager, or someone acting on member's behalf) can request non-medical transportation from L.A. Care's transportation vendor – Call the Car (CTC).

What is Call the Car – NMT (Non-Medical Transportation)?

- CTC is L.A. Care's transportation vendor. CTC will provide NMT – Non-Medical Transportation primarily through Lyft.
- If the member requires a wheelchair accessible transportation, please notify CTC when requesting transportation.

Who is eligible for Transportation to Project Roomkey by Call the Car?

- The NMT transportation benefit is only available to L.A. Care Members under the Medi-Cal or Cal MediConnect lines of business.
- Members who have received placement in PRK who are either 65+ or with a high risk condition for COVID-19 (e.g. chronic obstructive pulmonary disease (COPD), immunocompromised).
- Person calling to arrange transportation on behalf of member must be able to provide a physical address where the member can be picked up by CTC. Ideally, the location should be an easily identified landmark like a bank, fast-food chain, or other recognizable location.
- Member may only transport basic belongings that can fit inside a standard 4-door sedan. CTC cannot transport large items such as bicycles or furniture.
- Member is permitted one (1) escort/companion/partner who must have the same end point destination.

How to Request Transportation for Members for Initial Trip to Project Roomkey

- As soon as person acting on behalf of the member receives confirmation for PRK by phone, please contact L.A. Care CTC to arrange transportation (See Page 2 for instructions).
- Transportation reservations generally require 24-48-hour notice. Same-day requests may be accommodated based on vehicle and driver availability.
- Initial member transportation to PRK by CTC has been authorized from May – July 2020, with possible extension if needed.

Please review Page 2 for complete instructions and referral form for arranging transportation

L.A. CARE & CALL THE CAR (CTC) NMT TRANSPORTATION INSTRUCTIONS FOR PROJECT ROOMKEY (PRK) LOCATIONS

Upon receiving reservation information from Los Angeles Homeless Services Authority (LAHSA) for PRK, referrers / schedulers should call L.A. Care Health Services Line to arrange transportation for L.A. Care members at: **(877) 431-2273**. Please wait for the prompt to play before pressing #4, then press #1.

COVID-19 Screening Questions will be asked by CTC

INFORMATION TO PROVIDE CTC CALL CENTER REPRESENTATIVES

Member Information	<ul style="list-style-type: none"> <input type="checkbox"/> First & Last Name <input type="checkbox"/> Date of Birth (DOB) <input type="checkbox"/> Member ID Number (located on the member’s L.A. Care-issued medical card) <ul style="list-style-type: none"> o If the member does not have their Member ID, provide CTC with member name & DOB. <input type="checkbox"/> State that member needs transportation to Project Roomkey (PRK) Hotel Location.
Scheduler Information	<ul style="list-style-type: none"> <input type="checkbox"/> Name of the Scheduler [First & Last Name] <input type="checkbox"/> Phone Number to return the call, including extension. <input type="checkbox"/> Note to Schedulers: Please be available by phone to troubleshoot potential issues.
Reservation Information	<ul style="list-style-type: none"> <input type="checkbox"/> Date & Time of Service <ul style="list-style-type: none"> - Note to Schedulers: Transportation should be arranged at the beginning of the PRK check-in timeframe to ensure timely arrival. <ul style="list-style-type: none"> ▪ Example: If check-in timeframe is between 2:00pm-4:00pm, schedule transportation for arrival at 2:00pm. <input type="checkbox"/> Member Telephone Number <ul style="list-style-type: none"> - If member does NOT have a cell phone, please indicate to CTC representative for appropriate vehicle transportation. - A smart phone / flip phone are both appropriate for Lyft transportation. <input type="checkbox"/> Does the member require wheelchair accessible transportation? <ul style="list-style-type: none"> - If yes, indicate to CTC representative.
Additional Member Information	<ul style="list-style-type: none"> <input type="checkbox"/> Please indicate any pertinent information related to the member’s needs. <ul style="list-style-type: none"> - Does the member require door-to-door assistance? - Indicate if the member has any mental health or cognitive concerns or potential hygiene status. - Indicate if the member is traveling with a service animal (no pets at PRK). - Indicate the potential volume of belongings the member is transporting. <ul style="list-style-type: none"> ▪ Volume is limited to vehicle capacity. CTC is unable to transport large items.

PICK-UP INFORMATION

Where is the member being picked-up?	<ul style="list-style-type: none"> <input type="checkbox"/> Location address where the member will be picked-up. <ul style="list-style-type: none"> o Address must be a safe & identifiable location (such as a McDonalds, Starbucks, etc.)
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DROP-OFF INFORMATION

PRK Hotel Location where the member will be dropped off.	<ul style="list-style-type: none"> <input type="checkbox"/> Hotel Name & Address where the member will be dropped-off.
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POST-CALL FOLLOW-UP

What to Expect	<ul style="list-style-type: none"> <input type="checkbox"/> Upon scheduling, CTC will provide you with a Reservation ID to confirm the transportation arrangement.
Status of Transportation Reservation	<ul style="list-style-type: none"> <input type="checkbox"/> To check on the status of your transportation arrangement on the day of the reservation, call L.A. Care Health Services at (877) 431-2273 (press #4, then press #1) and provide them with the reservation ID.