



4350 E. Cotton Center Boulevard • Building D • Phoenix, AZ 85040 • (602) 263-3000 • (800) 624-3879

Provider Notification

Date of Notification	November 1, 2011	Revision Date	N/A
Plans Affected	All Lines of Business		
Subject	Dependable Medical Transport Services		

When a Mercy Care patient requires self-regulated oxygen during transport or has an IV that can be capped at a Hospital, Skilled Nursing Facility or Assisted Living Facility, they often require non-emergent transportation. Transportation scenarios can include:

Hospital		Hospital
Hospital		Skilled Nursing Facility (SNF)
Hospital		Assisted Living Facility (ALF)
Hospital		Doctor's Office
Hospital		Patient's Home
Skilled Nursing Facility (SNF)		Hospital
Skilled Nursing Facility (SNF)		Doctor's Office
Assisted Living Facility (ALF)		Hospital
Assisted Living Facility (ALF)		Doctor's Office

Since most transportation vendors are not equipped to facilitate patients who require this care, your discharge planners were previously required to contact an Emergency Medical Transport (EMT) to provide the non-emergent transportation.

Effective 11/1/11, hospitals, skilled nursing facilities and assisted living facilities now have the ability to contact Dependable Medical Transport Services (DMTS) for this type of non-emergent transportation. DMTS will provide a stretcher van or wheelchair accessible vehicle with oxygen. DMTS' contact information is as follows:



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Dependable Medical Transport Services

In Maricopa: (602) 235-2255
Toll-Free: (866) 216-3687
Fax: (602) 275-1914
Website: www.dmtstransport.com

Advantages of Using DMTS

- No prior authorization required
- Improved discharge or triage coordination and planning
- Door through door service
- Pharmacy pick-up
- One simple phone call
- It's more cost effective
- It should alleviate scheduling difficulties when emergencies take precedence

Who Qualifies for DMTS Transport

Mercy Care patients who require:

- Rapid delivery of DME
- Re-direct to lower level of care
- Coordination of oxygen

Who Continues to Qualify for EMT Transport

The following qualifies as basic life support transport through an EMT:

- Requires the use of a ventilator
- Receives dialysis
- Requires medical supervision according to attending physician
- Requires IV (includes heparin lock and PICC)
- Uses a drainage tube
- Is in traction
- Is morbidly obese
- Has a Foley catheter
- Has monitoring device or equipment (e.g. heart monitor or insulin pump)
- Has bone fracture
- Requires transport from ICU

If you have questions specific to the above, please feel free to contact DMTS directly at (602) 235-2255 or (866) 216-3687.