

















SAN DIEGO MEDI-CAL HEALTH PLANS TRANSPORTATION SERVICES

Medi-Cal offers assistance for beneficiaries who do not have and cannot get 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. In Fee-For-Service and managed care, licensed, professional medical transportation companies are able to provide NMT and NEMT. Contact client's Medi-Cal health plan for information.

| HEALTH INSURANCE PLAN | OFFERED SERVICES |
|--|--|
| Aetna Better Health of California 1-855-772-9076 No advance notice required • No cost to members • Call about mileage |  NEMT NMT   |
| Blue Shield of California Promise Health Plan 1-855-699-5557 Two (2) days advance notice required • No cost to members |  NEMT NMT |
| Community Health Group 1-800-224-7766 Two (2) days advance notice required • No cost to members |  NEMT NMT |
| Health Net Community Solutions 1-800-675-6110 Five (5) business days advance notice required • No cost to members |  NEMT NMT  |
| Kaiser Permanente 1-877-930-1477 Three (3) business days advance notice required • No cost to members |  NEMT NMT   |
| Molina Healthcare 1-844-292-2688 Three (3) business days advance notice required • No cost to members |  NEMT NMT |
| United Healthcare 1-844-772-6623 Three (3) business days advance notice recommended • No cost to members |  NEMT NMT  |

WHAT A CLIENT NEEDS BEFORE CALLING:

- ✓ Medi-Cal ID number
- ✓ Home address
- ✓ Mailing address
- ✓ Phone number
- ✓ Day, time, and location of healthcare appointment
- ✓ Caregiver/Provider's name

| ICON | DESCRIPTION |
|---|---|
|  | Emergency Medical Transportation: Emergency Transportation (ambulance) or ambulance transport services provided through "911" emergency response system. |
| NEMT | Non-Emergency Medical Transportation (NEMT): Physically or medically not able to get to your paid appointment by car, bus, train, or taxi. NEMT is ambulance, litter van, wheelchair van, or transport. |
| NMT | Non-Medical Transportation (NMT): When traveling to and from an appointment for a Medi-Cal service authorized by provider, including getting to and from a medical appointment for screening and/or treatment. |
|  | Personal Mileage Reimbursement. When transportation is in a private vehicle arranged by the beneficiary and not through a transportation broker. Transportation must be authorized in advance. |
|  | Reimbursement. NMT will be reimbursed based on the lowest possible cost, inclusive of bus passes, taxi vouchers or train tickets. |