

Transportation Benefits: Getting to Your Medical Appointments



Did you know that you may be able to get transportation for your Medi-Cal covered services?

There are 4 types of transportation services you can get as a Partnership HealthPlan of California (PHC) member:

Emergency Transportation Services

We cover ambulance services. If you need emergency transportation, call 911 right away. You do not need to ask your doctor.

Non-Emergency Medical Transportation (NEMT)

We cover medical transportation services. This is for when you have a physical or medical condition that makes you not able to get to your medical appointment by car, bus, train or taxi. You need to ask for NEMT services from your doctor. Your doctor will know what kind of transportation you need for your medical condition. If you need help getting out of your house, getting into a vehicle, and getting into the medical office, you may be able to get NEMT services. Types of NEMT services are:

- Ambulance
- Wheelchair Van
- Gurney Van
- Air Transport

To ask for NEMT services that your doctor has prescribed, please call Care Coordination at least 5 business days before your appointment. Call (800) 809-1350, Monday – Friday, 8 a.m.-5 p.m. For urgent appointments, please call as soon as possible.

Non-Medical Transportation (NMT)

PHC lets you use a car, taxi, bus, or gas mileage reimbursement to get to medical appointments. You may be able to get:

- Gas mileage reimbursement when a family member or friend takes you to appointments. Members cannot be paid directly.
- Bus passes / para-transit tickets
- Taxi vouchers
- Train tickets

We will pay the lowest cost NMT service that meets your medical needs. For example, if there is a bus route near you and your medical appointment, you may get a bus pass but not a taxi.

To get NMT services, please call MTM at (888) 828-1254, Monday – Friday, 8 a.m. – 5 p.m. Call MTM at least 5 business days before your appointment. If your appointment is urgent, please call as soon as possible.

Added Transportation-Related Benefits for Members Under 21

PHC may cover:

- Meals
- Tolls
- Lodging
- Parking

You must ask MTM for these services before the appointment. **To get these added benefits, please call MTM at (888) 828-1254, Monday – Friday, 8 a.m. – 5 p.m.** Call MTM at least 5 business days before your appointment. If your appointment is urgent, please call as soon as possible.

For questions about PHC benefits, call Member Services at (800) 863-4155, Monday – Friday, 8 a.m. – 5 p.m. TTY: (800) 735-2929 or 711. Please have your ID number or ID card ready.

If you would like a printed copy of member materials in your preferred language or in another format like braille, large print, or audio, call (800) 863-4155 or TTY/TDD (800) 735-2929 or 711.

PHC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 863-4155. TTY: (800) 735-2929 or 711.

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 863-4155. TTY: (800) 735-2929 or 711.

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 863-4155. TTY: (800) 735-2929 or 711.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 863-4155. TTY: (800) 735-2929 or 711.