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Note: This content changes often. Please be sure to check <http://www.mchaccess.org/> for the latest version.

Medi-Cal's Non-Medical Transportation Benefit

What is it? “Non-medical transportation”(NMT) is transportation to and from a doctor’s visit, a pharmacy, or medical supplier to pick up prescriptions or medical equipment or devices, to attend to a sick baby in the NICU, or to receive any other Medi-Cal-covered service, including mental health and dental services.

Medi-Cal now covers this transportation for beneficiaries who do not have and cannot get transportation on their own. See Welf. & Inst. C. § 14132(ad). Transportation includes round trip rides for a beneficiary to obtain covered Medi-Cal services by, for example, a ride service, taxicab, bus tokens or passes, train tickets, and similar.

This “non-medical” transportation differs from and is in addition to emergency medical transportation by ambulance or non-emergency medical transportation.

Who qualifies for Non-Medical Transportation? All Medi-Cal beneficiaries, regardless of whether the person is in a health plan or “regular” (fee-for-service) Medi-Cal, who lack other transportation to reach a Medi-Cal-covered service, and who do not require medical assistance with transport. This includes women in all categories of pregnancy-related aid codes.

Distance? Time? How many rides? There shouldn’t be any limitation on the distance or time for the travel or how many times non-medical transportation may be used.

Transportation is also covered for one person to go with the Medi-Cal beneficiary when necessary, such as an attendant to accompany an elderly person or a parent to take her child to the doctor.

Parents can authorize teens to receive Medi-Cal transportation assistance on their own. But when parental consent is not required for the Medi-Cal service, such as for Minor Consent program services, transportation must be provided without a parent’s consent.

For Medi-Cal Health Plan Members

Plans must also provide transportation when needed to “carved out” services, such as dental and specialty mental health. See [All Plan Letter No. 17-010 \(July 17, 2017\)](#).

How do plan members get non-medical transportation?

Plan members should be able to get non-medical transportation by calling the dedicated transportation number or member services.

Please Note: Members should specify that they need non-medical transportation and they don’t need “door to door” assistance (physical help to and from the vehicle) from the transportation provider.

Here are phone numbers for Los Angeles County health plans:

- Anthem Blue Cross: (877) 931-4755
- Blue Shield of California Promise: (877) 433-2178
- Health Net: (800) 675-6110
- Kaiser: (844) 299-6230
- LA Care: (866) 529-2141
- Molina: (844) 292-2688

For plan members residing outside of Los Angeles County, please visit

<http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx> and click on the plan member's county to find the health plan's contact number.

Please note: Some of the plans seem to require a plan provider to make the request, using a form to certify that the transportation is needed. However, this should not actually be required.

If after contacting the Medi-Cal managed care plan your clients are **STILL** experiencing transportation access barriers, you can contact the state for assistance by e-mailing Rene.Mollow@dhcs.ca.gov with a cc: to Laurie.Weaver@dhcs.ca.gov. If you use a client's personally identifiable information (PII), send the email through a secure/encrypted system.

For Medi-Cal Fee-For-Service (FFS) Beneficiaries

Non-medical transportation services for "regular" or fee-for-service (FFS) beneficiaries will generally require an advocate or provider's assistance. The groups of beneficiaries who are most likely to be in FFS Medi-Cal are pregnant women, foster children, and some seniors and people with disabilities.

How do Medi-Cal fee-for-service beneficiaries access non-medical transportation?

Los Angeles County

Providers/advocates should send all inquiries to DHCS-Benefits@dhcs.ca.gov. Please don't include any PII in the first email. DHCS will respond with an encrypted email where they will request beneficiary information.

For All Other Counties

Providers, **advocates** and others should email your client's county to schedule transportation. **To find the email contact for your county**, please visit <http://www.mchaccess.org/pdfs/alerts/Transportation-claiming%20counties%20-%20contact%20listing.pdf>. If the county contact says they do not provide non-medical transportation, to DHCS-Benefits@dhcs.ca.gov and CC Raquel.Sanchez@dhcs.ca.gov.

PLEASE NOTE: DHCS will be posting a list of NMT providers on this website:

<http://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>. However, until further notice, please use the process outline above for FFS Beneficiaries. We will be posting updates each time the process changes.

Still Experiencing Problems Accessing Non-Medical Transportation?

ADVOCATES/PROVIDERS: Call **Maternal and Child Health Access** at (213) 749-4261 or email Brigid Sweeney at brigids@mchaccess.org or Lynn Kersey at lynnk@mchaccess.org.

CONSUMERS IN LOS ANGELES: Call the **Health Consumer Center's** transportation line at (818) 492-5270.