Transportation Benefits: Getting to Your Medical Visits

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

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

1) Emergency Transportation Services

Partnership covers ambulance services. Call **911** right away if you need emergency transportation. You do not need to ask your doctor.

2) Non-Emergency Medical Transportation (NEMT)

Partnership covers transportation to medical services and appointments. This is for when you have a health issue that makes you not able to get to your visit by car, bus, train or taxi. Ask your doctor for NEMT services. Your doctor will know what kind of transportation service you need for your health issues. If you need help getting out of your house, getting into a vehicle, and/or getting into a medical office, you may be able to get NEMT services. Types of NEMT services are:

- Ambulance
- Air Transport
- Wheelchair Van
- Gurney Van

Call **Partnership Transportation Services** to ask for doctor-approved NEMT services at least 5 days before your visit. **Call (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m.** Please call as soon as possible for urgent visits.

3) Non-Medical Transportation (NMT)

Partnership also covers rides in cars, taxis, buses, or through gas mileage payments to get to medical visits. You may be able to get:

- Gas mileage payments when a family member or friend takes you to a visit. In most cases, members cannot be paid directly.
- Bus passes / para-transit tickets
- Taxi vouchers
- Train tickets

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

Please call (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m. to get NMT services. Call at least 5 days before your service or appointment. Please call as soon as possible if your need is urgent.

4) Additional Benefits for Travel Expenses

Partnership may cover:

- Meals
- Tolls
- Lodging
- Parking
- Medical Attendant Reimbursement

You must ask Partnership for these services before the visit**. Please call Partnership Transportation Services at (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m.** to get these added benefits. Call at least 5 days before your medical service or appointment. Call as soon as possible if your visit is urgent.

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