



Change Update: Transportation

IMPORTANT INFORMATION FOR MEDI-CAL MEMBERS

Non-emergency medical transportation (NEMT)

You are entitled to use non-emergency medical transportation (NEMT) when you physically or medically are not able to get to your medical appointment by car, bus, train, or taxi, and the plan pays for your medical or physical condition. Before getting NEMT, you need to request the service through your doctor, and they will prescribe the correct type of transportation to meet your medical condition.

NEMT is an ambulance, litter van, wheelchair van, or air transport. NEMT is not a car, bus or taxi. California Health & Wellness allows the lowest cost NEMT for your medical needs when you need a ride to your appointment. That means, for example, if you are physically or medically able to be transported by a wheelchair van, California Health & Wellness will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation not possible.

NEMT must be used when:

- It is physically or medically needed as determined with a written authorization by a physician; or you are not able to physically or medically use a bus, taxi, car, or van to get to your appointment.
- You need assistance from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.

- It is approved in advance by California Health & Wellness with a written authorization by a physician.

To ask for NEMT services that your provider has prescribed, please call California Health & Wellness at **1-877-658-0305** (for TTY, contact California Relay by dialing **711** and provide the 1-877-658-0305 number). Please call at least five business days (Monday-Friday) before your appointment. For urgent appointments, please call as soon as possible. Please have your member ID card ready when you call.

LIMITS OF NEMT

There are no limits for receiving NEMT to or from medical appointments covered under California Health & Wellness when a provider has prescribed it for you. If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide for or help you schedule your transportation.

What does not apply?

Transportation will not be provided if your physical and medical condition allows you to get to your medical appointment by car, bus, taxi, or other easily accessible method of transportation. Transportation will not be provided if the service is not covered by Medi-Cal. A list of covered services is in the Member Handbook.

COST TO MEMBER

There is no cost when transportation is authorized by California Health & Wellness.

(continued)

Non-medical transportation (NMT)

You can use non-medical transportation (NMT) when you are traveling to and from an appointment for a Medi-Cal service authorized by your provider.

California Health & Wellness allows you to use a car, taxi, bus, or other public/private way of getting to your medical appointment for Medi-Cal-covered services. California Health & Wellness provides mileage reimbursement when transportation is in a private vehicle arranged by the beneficiary and not through a transportation broker, bus passes, taxi vouchers, or train tickets. California Health & Wellness allows the lowest cost NMT type that meets your medical needs.

To request NMT services that have been authorized by your provider, please call California Health & Wellness at **1-877-658-0305** (for TTY, contact California Relay by dialing **711** and provide the 1-877-658-0305 number). Please call at least five business days (Monday–Friday) before your appointment. For urgent appointments, please call as soon as possible. Please have your member ID card ready when you call.

LIMITS OF NMT

- There are no limits for receiving NMT to or from medical appointments covered under California Health & Wellness when a provider has authorized it for you.
- If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide for or help you schedule your transportation.
- Members, however, may not drive themselves under the private conveyance policy.

What does not apply?

NMT does not apply if:

- An ambulance, litter van, wheelchair van, or other form of NEMT is medically needed to get to a covered service.
- You need assistance from the driver to and from the residence, vehicle or place of treatment due to a physical or medical condition.
- The service is not covered by Medi-Cal.

COST TO MEMBER

There is no cost when transportation is authorized by California Health & Wellness.

If you have any questions about this notice, you may contact California Health & Wellness Member Services. Call **1-877-658-0305** (for TTY, contact California Relay by dialing **711** and provide the 1-877-658-0305 number), 24 hours a day, seven day a week. Or you can visit us online at **www.CAHealthWellness.com**.

Thank you,

California Health & Wellness