



FOR YOUR INFORMATION

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Issue 24-03

Date: 04/02/24

This FYI is to inform staff of resources available for clients who need assistance to attend medical appointments.

Transportation Services

Medi-Cal offers 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.

There are two types of transportation for appointments:

1. **Nonmedical transportation (NMT)** is transportation by private or public vehicle for people who do not have another way to get to their appointment. NMT is available to people with full-scope Medi-Cal or who are pregnant, including to the end of the month in which the 365th day postpartum falls.
2. **Nonemergency medical transportation (NEMT)** is transportation by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation.

The client requesting transportation should be sure to contact the transportation provider as soon as they know about an appointment. If the client has multiple appointments scheduled on that day, they can also request transportation for those appointments. Foster parents, relative caregivers, and advocates are all able to make arrangements for and accompany children to an appointment via Transportation services. Please note, children using transportation services must have a caregiver or other responsible adult with them during transportation and the appointment, and is able to consent for services.

In Fee-For-Service (or full-scope) Medi-Cal and managed care, licensed, professional medical transportation companies are able to provide NMT and NEMT. In addition, Medi-Cal managed care plans also contract with other transportation providers for these services.

There are two ways for clients or their representatives (e.g., caregivers or CSWs) to schedule transportation:

1. They can email the Department of Health Care Services (DHCS) at DHCSNMT@dhcs.ca.gov requesting assistance. Please do NOT include personal information in the first email. DHCS staff will reply with a secure email asking for specific information about the appointment and Medi-Cal verification. DHCS will contact transportation providers to arrange NMT for the appointment. The NMT transportation provider will contact the client at the telephone number provided to coordinate transportation and confirm eligibility prior to the appointment. If the client is eligible for NEMT, DHCS will provide a list of NEMT providers who have confirmed transportation services in the requested area. **Please note, DHCS asks that all requests for transportation assistance be submitted at least FIVE (5) business days in advance for best results as otherwise they may not be able to locate a provider to assist with transportation.**

If you have any questions regarding this release, please e-mail your question to:

Policy@dcsf.lacounty.gov

(right click to open footer section and access link)



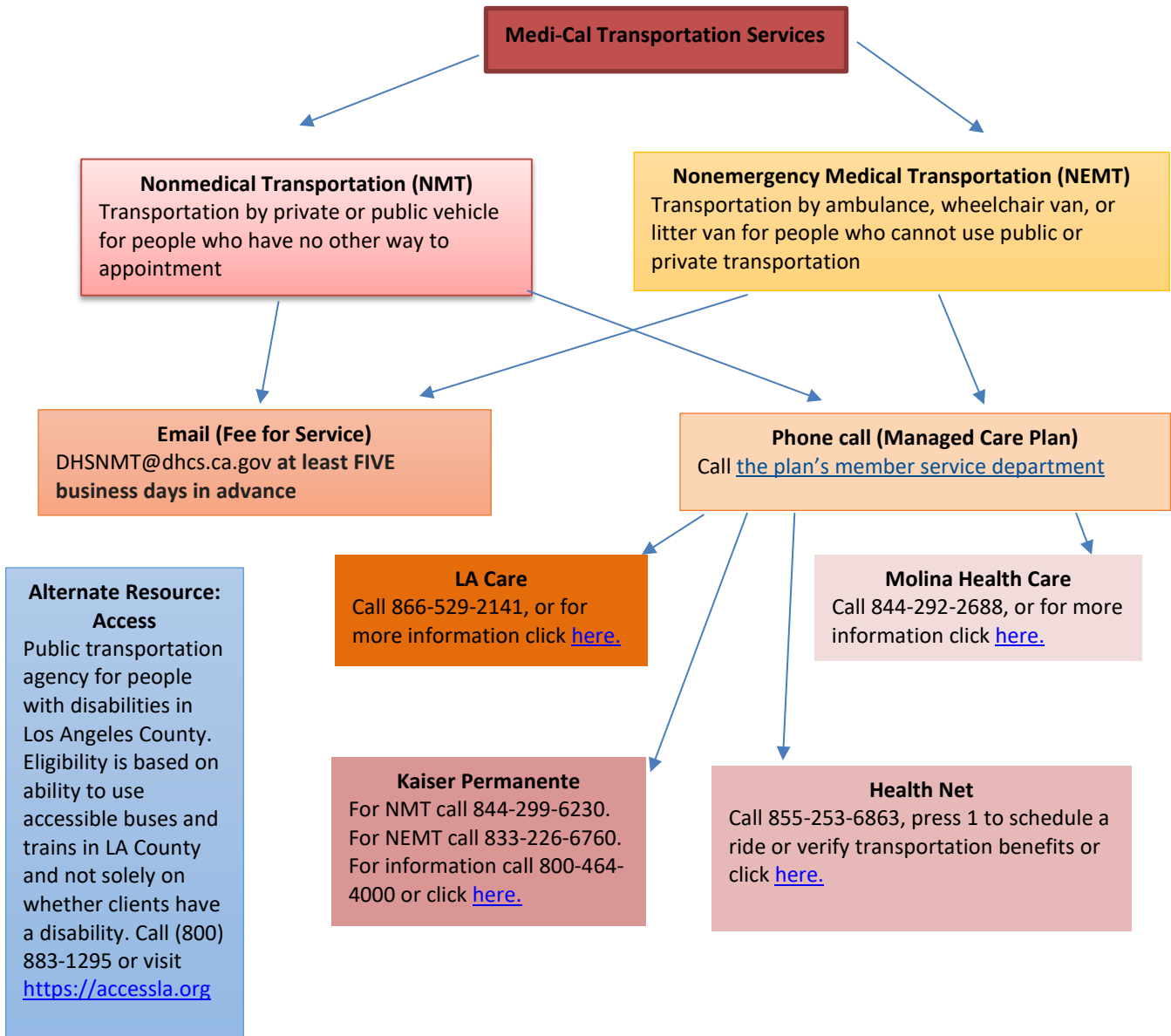
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- They can call their Managed Care Plan for assistance from transportation teams. Depending on the managed care plan, representatives may need to verify foster care placement of the beneficiary and submit paperwork to be an authorized representative.



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