



Your Transportation Benefits

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

There are 5 types of transportation services you can get as a Partnership 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 provider.

2) Non-Emergency Medical Transportation (NEMT)

Partnership covers transportation to medical services and appointments when you have a medical condition and cannot use a car, bus, train, or taxi. Ask your provider for NEMT services. They 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/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

3) Non-Medical Transportation (NMT)

Partnership uses taxis or buses to help members get to medical appointments. You may be able to get:

- 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, if there is a bus route near your home and provider's office, you may get a bus pass instead of a taxi.

Your Transportation Benefits

4) Gas Mileage Reimbursement (GMR)

Partnership offers repayments when a family member or friend drives you to a Medi-Cal covered service. In most cases, members cannot be paid directly.

5) Other Benefits for Travel Expenses

Partnership may cover:

- Meals
- Tolls
- Lodging
- Parking

Partnership has a Transportation Member App for iPhone and Android users!

On the app, you can:

- Request Rides
- See the status of your ride request and what company it was set with
- Check your driver's location
- Cancel rides

To sign up for the Transportation App, please call **Partnership Transportation at (866) 828-2303**, Monday – Friday, 7 a.m. to 7 p.m.

NEMT, NMT, and travel expenses can be requested by calling **Partnership Transportation** at least 5 days before your appointment. Call **(866) 828-2303**, Monday – Friday, 7 a.m. to 7 p.m. to request services. TTY users can call the California Relay Service at **(800) 735-2929** or **711**. For urgent appointments, please call as soon as possible.