

River Oak Center for Children
Explanation of Nonmedical Transportation and Medi-Cal Behavioral Health Quick Guide

Did you know that there is a law about transportation to medical services? You may be eligible to get help with transportation. Transportation to medical services is now a benefit, like lab tests or medication. This could include getting a ride from a transportation company, or getting your travel expenses reimbursed to you as a Medi-Cal benefit.

You may need to set up a transportation account, to give several days' notice, or follow other procedures of your insurer or Geographic Managed Care (GMC) system.

Please see the attached Medi-Cal Behavioral Health Quick Guide. This guide also includes other information, such as about behavioral health (mental health) services and about grievances. If you have barriers you can contact the Umbudsman listed on the back of the Guide. You may also be able to get free consultation from Legal Services of Northern California [\(916\) 551-2150](tel:9165512150).

The following information, about getting transportation as a health benefit, is from https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation_General_FAQ.aspx :

What is nonmedical transportation (NMT)?

NMT is private or public transportation to and from covered Medi-Cal services for eligible beneficiaries.

Who can receive Non-Medical Transportation (NMT)?

NMT services are available to all beneficiaries with full-scope Medi-Cal and to pregnant women, including to the end of the month in which the 60th day postpartum falls. Beneficiaries will need to verbally let the transportation provider know that there is no other way for them to get to their appointment.

What qualifies as reasons for needing Non-Medical Transportation (NMT)?

Beneficiaries will need to attest to the provider verbally or in writing that they have an unmet transportation need and all other currently available resources have been reasonably exhausted.

Reasons for needing NMT can include any of the following:

- No valid driver's license.
- No working vehicle available in the household.
- Not being able to travel or wait for covered Medi-Cal services alone.
- Having a physical, cognitive, mental, or developmental limitations.
- Not money for gas to get to appointment.

Can I accompany my child or spouse to an appointment?

- Yes. One assistant, such as parent/guardian or spouse, may accompany a beneficiary on a trip provided by NMT. However, transportation is not available for more than one assistant.

Medi-Cal Behavioral Health Quick Guide

Health Plan	Referral	Urgent/Emergent*	Member Grievance	Transportation
Sacramento County Alcohol & Drug Services Organized Delivery System	System of Care Phone: (916) 874-9754	Urgent Services: (888) 881-4881* California Relay Service: 711	Member Services: Phone: (916) 875-6069 TTY/TDD: (916) 876-8853	For transportation options, contact your Managed Care Plan provider (see below).
Sacramento County Mental Health Plan	Access Team Phone: (916) 875-1055 Toll Free: (888) 881-4881 TTY: (916) 876-8892 Fax: (916) 875-1190	Urgent Services: (888) 881-4881* California Relay Service: 711	Member Services: Phone: (916) 875-6069 TTY/TDD: (916) 876-8853	Members can contact their County mental health provider for support in identifying transportation options or contact their Managed Care Plan (see below).
Anthem Blue Cross AnthemInc.com	Behavioral Health: (888) 831-2246: Option 1, then Option 2 BH Intake Fax: (855) 473-7902	Advice Nurse Line (24/7): (800)224-0336* TTY 24/7 Nurse Line: (800) 368-4424* BH Crisis Line: 888-831-2246*: Option 1, then Option 2	Member Services: (800) 407-4627 – Ask for the Grievance & Appeals Dept.	LogistiCare: (877) 931-4755 Hours: M-F; 7 a.m. – 7 p.m. (PST)
Health Net HealthNet.com	Managed Health Network (MHN): (800) 675-6110: Option #2 for Behavioral Health HN Member Services/Nurse Advice line: (800) 675-6110 opt #4 nurse advice line	Advice Nurse Line (24/7): (800) 675-6110* Managed Health Network (MHN): (888) 426-0030* (Say "Emergency" at the prompt.)	Member Services: (800) 675-6110	LogistiCare: (800) 675-6110: Option #3 for Transportation Hours: M-F 8 a.m. – 5 p.m. (PST)
Molina Healthcare MolinaHealthcare.com	Molina Healthcare: (888) 665-4621	Advice Nurse Line (24/7): (888) 275-8750*	Molina Member Services: (888) 665-4621	Secure Transportation: (844)292-2688
Kaiser Permanente KP.org	North Valley Kaiser Permanente Department of Psychiatry: (916) 973-5300 South Valley Kaiser Permanente Department of Psychiatry: (916) 525-6100	North Valley Kaiser Permanente Department of Psychiatry: (916) 973-5300* South Valley Kaiser Permanente Department of Psychiatry: (916) 525-6100*	Member Services Call Center: (800) 464-4000	KP Transportation Services: (844) 299-6230 Hours: M-F, 5a.m. – 7 p.m.
Aetna aetna.com	Aetna Better Health Member Services: (855) 772-9076 24 hours a day, 7 days a week Toll Free Fax: 866-489-7441	Aetna Better Health Member Services /Nurse Advice Line: (855) 772-9076 Fax: 844-584-7441 24 hours a day, 7 days a week	Member Services: (855) 772-9076 Fax: 959-888-4487	Access2Care: (888) 334-8352 or Member Services: (855) 772-9076

*For emergencies, call 911. The Psychiatric Emergency/Urgent Services Line is 888-881-4881

Medi-Cal Behavioral Health Quick Guide

Medi-Cal Specialty Mental Health Services

Sacramento County Behavioral Health Services covers inpatient and outpatient Medi-Cal Specialty Mental Health services to all Medi-Cal beneficiaries, including those on a Medi-Cal Managed Care Plan. Covered benefits are for clients with serious and persistent psychiatric illness and children who meet EPSDT criteria requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by Sacramento County's Mental Health Plan's (MHP) contracted network and inpatient psychiatric hospitals.

Substance Use Disorder Services

Medi-Cal beneficiaries can receive substance use disorder services through the Sacramento County Behavioral Health Services' Alcohol and Drug Services Programs. These programs can be accessed by calling the **Sacramento County Systems of Care Line at 916-874-9754**. Services include outpatient treatment, detoxification/withdrawal management, residential treatment, sober living environments, and specialty court/drug diversion programs.

Medi-Cal Managed Care Plan Behavioral Health Services

Medi-Cal Managed Care Plans cover behavioral health services for members who do not qualify for Specialty Mental Health covered by the County. Each Medi-Cal Managed Care Plan has its own network of contracted behavioral health providers.

The Office of the Ombudsman/DHCS Mental Health Ombudsman

If there is a problem getting necessary care through the County Mental Health Plan (MHP), members and providers should first contact the appropriate member service department. The MHP's Member Service department can be reached at **916-875-6069**. In most cases, the respective health plan will resolve the issue. In the event a member feels his/her needs are not being met, the **DHCS Mental Health Ombudsman can be reached at 1-800-896-4042/1-800-896-2512 (TTY) M-F, 8 a.m. – 5 p.m. PST**. It is the purpose of the DHCS Mental Health Ombudsman to create a bridge between the MHP and individuals, family members, and friends of individuals in need of mental health services by providing information and assistance in navigating through the system.

If there is a problem getting necessary care through the Medi-Cal Managed Care Plan (GMC Plan), members and providers should first contact the appropriate member service department. Health Plans' numbers are provided in the attached table. The **GMC Plan's Office of the Ombudsman can be reached at 1-888-452-8609 M-F, 8 a.m. – 5 p.m. PST**. The DHCS Mental Health Ombudsman is one of several points of accountability for access and quality in the Medi-Cal mental health managed care system. The goal of the Medi-Cal Managed Care Office of the Ombudsman is to develop fair solutions to health care access problems, in order to ensure that members receive all medically necessary covered services for which plans are contractually responsible.