

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.