



## **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.

CalOptima allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. CalOptima 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.

CalOptima allows the lowest cost NMT type that meets your medical needs.

To request NMT services, please call CalOptima's Customer Service department at **1-714-246-8500** or toll-free at **1-888-587-8088** at least 15 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 CalOptima when CalOptima has determined you meet the criteria. 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?***

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 approved by CalOptima.