

## Medi-Cal Non-Medical Transportation (NMT) Benefit

Payer/Group	Number	Notice	Wait Time	Notes
IEHP	(800) 440-4347 ext. 2	5 days	1 hour	Transportation: Lyft Hours: Mon. - Sun., 8:30 a.m. - 5 p.m. Okay with same day apt. if needed
CalOptima	(714) 246-8500	48 hours	30 mins.	Transportation: American Logistics Hours: Mon. - Fri., 8:30 a.m. - 5 p.m.
Monarch (Medi-Cal)	(714) 246-8500	48 hours	30 mins.	Transportation: American Logistics Hours: Mon. - Fri., 8:30 a.m. - 5 p.m.

The NMT benefit is for both Family Planning and Melody Health patients with Medi-Cal. It provides transportation to Medi-Cal covered services by use of passenger car, taxicab, or any other forms of public or private transportation including private vehicles. Members using NMT must be able to walk without assistance from the driver.

For IEHP, wait times are 1 hour – if appointment is at 9 a.m., please schedule the pickup for 8 a.m.

No additional documents are needed from Health Center/PPOSBC to confirm appointment. Patient must know date/time of appointment and provider name. Provider must be credentialed with the health plan.

Please note that this benefit is being offered through the health plans and not Planned Parenthood or Melody Health. PPOSBC will not be able to arrange transportation or answer questions about the NMT benefit.