

Medi-Cal Non-Medical Transportation (NMT) Benefit



Payer/Group	Number	Notice	Wait time	Notes
Alpha Care Medical Group (Medi-Cal)	(800)440-4347 x 2	5 days	1 hour	Transportation – Lyft, American Logistics (Door to Door Service) Hours - Monday - Sunday, 8:30 am - 5 pm Same day available for urgent matters
CalOptima Community Network	(714)246-8500	48 hours	30 minutes	Transportation – Depending on Availability Hours: Monday - Friday 8:30 am - 5 pm Same Day Available for urgent matters
Health Care Partners (Medi-Cal)	(714)246-8500	48 hours	30 minutes	Transportation – Depending on Availability Hours: Monday - Friday 8:30 am - 5 pm Same Day Available for urgent matters
IEHP Direct	(800)440-4347 x 2	5 days	1 hour	Transportation – Lyft, American Logistics (Door to Door Service) Hours - Monday - Sunday, 8:30 am - 5 pm Same day available for urgent matters
Monarch (Medi-Cal)	(714)246-8500	48 hours	30 minutes	Transportation – Depending on Availability Hours: Monday - Friday 8:30 am - 5 pm Same Day Available for urgent matters

The NMT benefit is for both Family Planning and Melody Women’s 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 patient has appointment at 9 am, please schedule the pickup for 8 am.

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 Women's Health. They will not be able to arrange transportation or answer questions about the NMT benefit.