

Medi-Cal Non-Medical Transportation (NMT) Benefit

Payer/Group	Number	Notice	Wait Time	Notes
CalOptima Community Network	(833) 648-7528	3 days	15-30 mins	Transportation: Veyo Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.
Health Care Partners (Medi-Cal)	(833) 648-7528	3 days	15-30 mins	Transportation: Veyo Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.
IEHP Direct	(855) 673-3195	5 days	1 hour	Transportation: American Logistics Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.
Monarch (Medi-Cal)	(833) 648-7528	3 days	15-30 mins	Transportation: Veyo Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.

The NMT benefit is for both Family Planning and Melody 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 Direct, wait times are 1 hour. If patient has appointment at 9:00 a.m., please schedule the pickup for 8:00 a.m.

No additional documents are needed from PPOSBC Health Center to confirm appointment. Patient must know date and time of appointment along with 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. They will not be able to arrange transportation or answer questions about the NMT benefit.