



Transportation Benefits: Getting to Your Medical Visits



Did you know that you may be able to get transportation to your Medi-Cal covered services?

There are 4 types of transportation services you can get as a Partnership HealthPlan of California member:

1) Emergency Transportation Services

Partnership covers ambulance services. Call **911** right away if you need emergency transportation. You do not need to ask your doctor.

2) Non-Emergency Medical Transportation (NEMT)

Partnership covers transportation to medical services and appointments. This is for when you have a health issue that makes you not able to get to your visit by car, bus, train or taxi. Ask your doctor for NEMT services. Your doctor will know what kind of transportation service you need for your health issues. If you need help getting out of your house, getting into a vehicle, and/or getting into a medical office, you may be able to get NEMT services. Types of NEMT services are:

- Ambulance
- Air Transport
- Wheelchair Van
- Gurney Van

Call **Partnership Transportation Services** to ask for doctor-approved NEMT services at least 5 days before your visit. Call **(866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m.** Please call as soon as possible for urgent visits.

3) Non-Medical Transportation (NMT)

Partnership also covers rides in cars, taxis, buses, or through gas mileage payments to get to medical visits. You may be able to get:

- Gas mileage payments when a family member or friend takes you to a visit. In most cases, members cannot be paid directly.
- Bus passes / para-transit tickets
- Taxi vouchers
- Train tickets

Partnership will pay for the lowest cost NMT service that meets your health needs. For example, you may get a bus pass but not a taxi if there is a bus route near you and your visit.

Please call (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m. to get NMT services. Call at least 5 days before your service or appointment. Please call as soon as possible if your need is urgent.

4) Additional Benefits for Travel Expenses

Partnership may cover:

- Meals
- Tolls
- Lodging
- Parking
- Medical Attendant Reimbursement

You must ask Partnership for these services before the visit. **Please call Partnership Transportation Services at (866) 828-2303, Monday – Friday, 7 a.m. – 7 p.m.** to get these added benefits. Call at least 5 days before your medical service or appointment. Call as soon as possible if your visit is urgent.

Call Member Services at (800) 863-4155, Monday – Friday, 8 a.m. – 5 p.m. for questions about Partnership benefits. TTY: Call (800) 735-2929 or 711. Please have your ID number or ID card ready.

Quick Reference Guide For Members



IMPORTANT PHONE NUMBERS

Member Services

If you have a question about your health benefits, call our Member Services at **(800) 863-4155**; 8 a.m. to 5 p.m. Monday – Friday. TTY users call **(800) 735-2929** or **711**.

Partnership's 24-Hour Advice Nurse

Not sure if you should go to the ER? Call our 24-hour Advice Nurse line at **(866) 778-8873**; 24 hours a day, 7 days a week.

Vision Services

Partnership's vision services are covered through Vision Services Plan. To learn more about your coverage, call **(800) 877-7195**; 5 a.m. to 8 p.m. Monday – Friday; 7 a.m. to 8 p.m. Saturday; 7 a.m. to 7 p.m. Sunday.

Mental Health Services

Partnership's mental health services are covered through Carelon Behavioral Health. To learn more about your coverage, call **(855) 765-9703**; 24 hours a day, 7 days a week.

Substance Use Services

Partnership's Wellness and Recovery Program is offered in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano counties only. Call Carelon Behavioral Health at **(855) 765-9703** to learn more about your coverage. If you live in a county that is not listed above, your substance use services are covered by your local county. Call **(800) 879-2772** for more information.

Transportation Services

Need help getting to your Medi-Cal covered services? Call our Transportation Services Department at **(866) 828-2303**; 7 a.m. to 7 p.m. Monday – Friday. TTY users call **(800) 735-2929** or **711**.

Member Portal

You can sign up for our Member Portal to change your doctor, print/order a new ID card, update your address, view your lab results, and many other things.

Scan QR code or visit:
member.partnershipHP.org
to sign up.



OTHER SERVICES COVERED BY STATE MEDI-CAL

Pharmacy Services

Pharmacy services are offered by Medi-Cal Rx. For questions about your pharmacy benefit call **(800) 977-2273**, TTY users call **(800) 735-2929** or **711**; 24 hours a day, 7 days a week.

Dental Services

Dental services are offered through the state. To learn more about your coverage call: **(800) 322-6384**; 8 a.m. to 5 p.m. Monday – Friday.

FREQUENTLY ASKED QUESTIONS

What is Partnership HealthPlan of California?

Partnership is a Medi-Cal managed care plan for people who can get Medi-Cal benefits in their county. A managed care plan is responsible for making sure you get the care you need.

Why am I getting information from Partnership?

You are getting this information because you and/or a family member have Medi-Cal benefits through Partnership. Partnership manages your health care coverage, which includes primary and specialty care, hospital services and more.

What if I don't want Partnership?

The state of California requires those who are eligible for Medi-Cal to receive health care through a managed care plan like Partnership. If your county does not have another managed care plan available, you will automatically be assigned to Partnership. Call your county Medi-Cal office or Health Care Options at **(800) 430-4263**; TTY users call **(800) 430-7077** for more information.

Can I be disenrolled from Partnership?

You can be disenrolled from Partnership for one of the reasons below:

- You have moved to a county not covered by Partnership
- You live in a county that offers another managed care plan, and you are eligible to enroll in that plan.
- You have lost your Medi-Cal eligibility
- Your Medi-Cal coverage changes to a type not covered by Partnership.

Partnership membership depends on the type of Medi-Cal you get and the county you live in. You are required to be enrolled in a managed care plan like Partnership, for you to get Medi-Cal benefits.

What if my address and/or phone number changes?

- Call the Social Security Administration office at **(800) 772-1213** if you get SSI.
- All other members should call their local Medi-Cal office.
- Call Partnership's Member Services Department at **(800) 863-4155**.

**Our Member Services
Department is here to help.**

Call: (800) 863-4155

TTY: (800) 735-2929 or 711

**Available: Monday – Friday
8 a.m. – 5 p.m.**



For more information, including your Member Handbook, visit us at **PartnershipHP.org**. You can also read your handbook by scanning the QR code below.



**Partnership HealthPlan of California –
Your Partner in Health**