

# Need a Ride to Your Medical Appointment?

## *We Can Help*

Your benefits include roundtrip transportation for IEHP-covered and Medi-Cal-covered health care services, such as mental health, substance use and dental care, within San Bernardino and Riverside counties.

### COVERED\* Transportation

- ✓ Visits to your primary care doctor, specialists and urgent care clinics.
- ✓ Visits for dental, mental health, substance use and other services.

\*Limitations apply.

### NOT COVERED Transportation

- ✓ One-way trips and non-medical visits.
- ✓ Visits to Social Security, Workers Compensation Claims, Personal Injury cases, Courts, Parole or Probation or Social Services Offices.

## Two Types of Transportation:

- 1. Non-Medical Transportation (NMT):** No prior authorization is needed for NMT members who can get to or walk curb-to-curb without help and travel by bus, car, taxi or other public transportation.
  - **Bus passes** are issued by mail or online, based on transit companies: Omni Trans, Victorville Transit, Sunline Transit Agency or Riverside Transit. For bus passes, contact Call the Car at **1-855-673-3195** (option 1). Once you get your bus pass, you can use this for all health care visits.
  - **Uber or Lyft** may be approved in covered areas that do not support bus passes or require crossing counties. NMT members must wait at the curb for their ride. Contact Call the Car, 24 hours/7 days a week, at **1-855-673-3195** (option 2). TTY users call 711.
- 2. Non-Emergency Medical Transportation (NEMT):** Approved when NEMT members cannot get to or walk curb-to-curb. NEMT can include ambulance, litter van, wheelchair van, medical transportation services or air. Door-to-door service may be provided when prescribed by a physician, dentist, podiatrist or mental health/substance abuse provider.
  - **For NEMT**, your doctor must submit a Physician's Certification Statement listing the level of service and physical/mental needs.



Need Help? Call the IEHP Transportation Department at 1-800-440-IEHP (4347), Monday-Friday, 7 a.m.-7 p.m., and Saturday and Sunday, 8 a.m.-5 p.m. TTY users should call 1-800-718-4347.