

# Medical Transportation

## FOR PARTNERSHIP HEALTH PLAN OF CALIFORNIA

### **Can I get help with transportation to and from appointments?**

You may get help if you don't have a way of getting to and from appointments for covered services and you have a medical need(s) that do not allow you to use a car, bus, or taxi to your appointments. Partnership can help arrange transportation for you.

### **Is there a cost for transportation services?**

In most instances there is no cost to you.

### **Are Medical and Non-Medical transportation services offered?**

Medical transportation is by ambulance, litter van, wheelchair van, or air transport.

Non-Medical transportation is by car, taxi, bus or other public/private way.

Both can be covered, medical transportation is usually covered with a providers prior authorization and non-medical transportation can be covered if you have no access to transportation.

### **Do I need prior authorization for medical transportation?**

Yes

### **Who can I contact to request approval for medical transportation?**

You can request medical transportation by asking your doctor, dentist, podiatrist, or mental health or substance use disorder provider for it. If they find you need medical transportation, they will prescribe it by filling out a form and submitting it to Partnership. Once approved, the approval is good for 12 months, depending on the medical need and you can get as many rides as you need. Your doctor will need to reassess your medical need for medical transportation and re-approve every 12 months.

### **How do I arrange medical transportation once approved?**

To coordinate medical transport that your doctor has prescribed for non-urgent appointments call Partnership at 1-866-828-2303 at least 5 business days before your appointment.

### **How do I get non-medical transportation?**

You may receive non-medical transportation for traveling to and from for a Medi-Cal service authorized by your provider or to pick up prescriptions or medical supplies. To request a ride for authorized services call Partnership at 1-866-828-2303 at least one business day before your appointment.

### **Is emergency transportation offered?**

No, if you are having an emergency call 911.

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## FOR KAISER PERMANENTE

### **Can I get help with transportation to and from appointments?**

Generally, yes, you may be eligible to get help if you don't have a way of getting to and from appointments for covered services. Transportation coverage is specific by plan and specific information can be obtained by calling member services

- English: (855) 839-7613
- Spanish: (800) 788-0616

### **Where can I call to find out more information regarding transportation services?**

- English: (855) 839-7613
- Spanish: (800) 788-0616

