



To reserve a ride:

- Call **ModivCare, formally LogistiCare** at **1-855-253-6863**. **Hearing-impaired members, call TTY: 1-866-288-3133.**
- Call between 7 a.m. and 7 p.m. Pacific time, Monday through Friday.
- If you need interpreter services during the transport, call the number on the back of your Member ID card for assistance.
- Please do not call more than 30 days before your health care visit to reserve a ride.
- If you are not able to call, a family member, caregiver, or doctor can call for you.

Please have this information ready when you reserve a ride:

- ✓ health plan member ID number.
- ✓ name and address of medical doctor.
- ✓ appointment date and time.
- ✓ pick-up time and address.

If you have a complaint or need help to resolve an issue, please contact the Health Net Member Services Department Toll Free at 1-800-675-6110 (TTY: 711) 24 Hours a day, 7 Days a week.

www.healthnet.com

Health Net complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, age, disability, or sex.

注意：如果您說中文或粵語，您可獲得免費語言協助服務。請致電 1-800-675-6110 (TTY: 711)。

ATENCIÓN: Si habla español, tiene servicios de asistencia de idiomas sin costo disponibles para usted. Llame al 1-800-675-6110 (TTY: 711).

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How to Get a Ride for Health Care Services

WHAT YOU NEED TO KNOW ABOUT ROUTINE MEDICAL TRANSPORTATION

For Community Solutions, Inc. Members



HealthNet.com



You Are Covered for Health Care Rides

Your Health Net <Medi-Cal> plan covers rides when you need health care and services. This is also known as, **routine medical transportation**.

There is no added cost for this service.

Use this benefit when you need a ride to:

- Your doctor.
- Your dentist.
- A counselor.
- The pharmacy, to pick up medicine.
- Pick up durable medical equipment, such as a wheelchair or walker.
- Ongoing care, such as dialysis.
- Your home from the hospital.

How this benefit works

The types of rides you can schedule include:

- Non-Emergency Medical Transportation (NEMT)
 - Vehicles with wheelchairs and gurneys.
 - Call 48 hours in advance.
- Non-Medical Transportation (NMT)
 - Car, van, taxi, rideshare and mass transit.
 - Call 24 hours in advance.
 - Rideshare arrives within one hour.

You can schedule rides to any place that offers medical care or health care services. There is no mileage limit.

Please note: Mass transit rides must be scheduled 5 days in advance. This is so we can mail you bus passes and/or tokens.

If you have a medical emergency, please call 911 right away.

More tips for using this service

- **You can bring one escort on your visit.** The escort must be 18 years of age or older.
- **If you need a wheelchair or a car seat for your ride, you must supply it.**
- **Please be ready at the scheduled pickup time.** Drivers are only required to wait 15 minutes past your pickup time. Rideshare drivers will only wait 5 minutes past the pickup time.
- **Please call ModivCare, formally LogistiCare as soon as you know that your visit has been canceled or moved to another date.** This will help us to better serve other members.
- **If you don't know when your health care visit will end, please call 1-855-253-6863.** Press option 1. We will help you arrange for your ride home.

