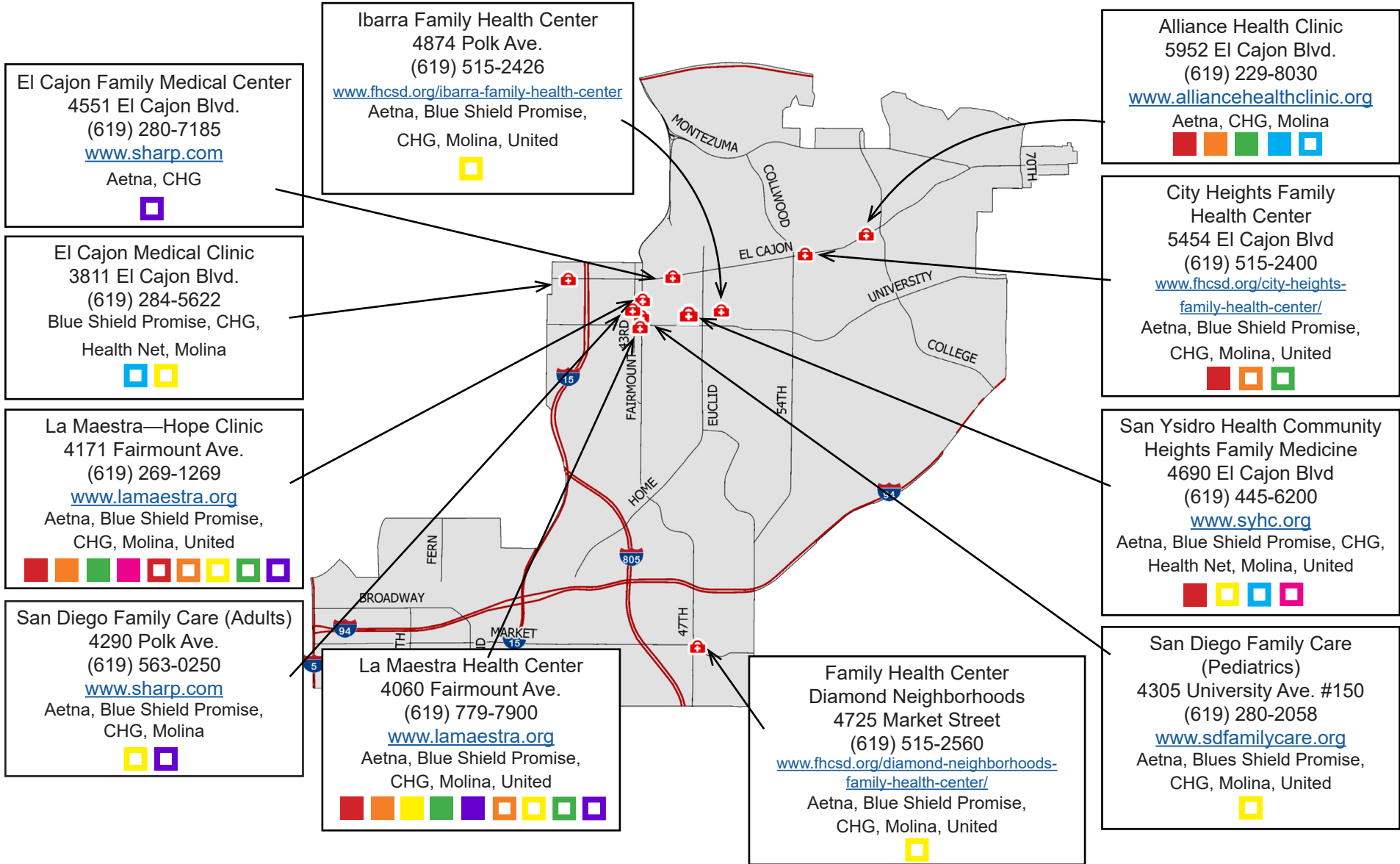


# Medi-Cal Health Care Options—Mid-City/City Heights/Central



### Language Key

- |         |               |         |            |
|---------|---------------|---------|------------|
| Arabic  | Language Line | Somali  | Vietnamese |
| Burmese | Lao           | Spanish | Chaldean   |
| French  | Mandarin      | Swahili |            |
| Karen   | Portuguese    | Tagalog |            |

|  | <b>Aetna Better Health of California</b><br>855-772-9076 (TTY 711)  | <b>Blue Shield Promise</b><br>855-905-3825 (TTY 711)  | <b>Community Health Group</b><br>1-800-224-7766   | <b>Health Net</b><br>1-800-675-6110   | <b>Molina</b><br>1-888-665-4621  | <b>United Healthcare</b><br>1-866-270-5785   |
|--|---|---|---|---|--|--|
| <b>Language Interpreter Services at Doctor Visit</b> | ✓<br><br>Request interpretation services by calling 855-772-9076. State your language when the representative is on the line. | ✓<br><br>Request interpretation services by calling 1-855-699-5557. Press 8 and then press 1. Schedule 1 week in advance. | ✓<br><br>Request interpretation services by calling 1-800-224-7766. Say your language when the representative comes on the phone. Schedule 2 days in advance. | ✓<br><br>Request interpretation services by calling 1-800-675-6110. Press 1, press 1 again, and then press 5. Schedule 3 days in advance. | ✓<br><br>Connect to a phone interpreter at the doctor's office. Call, press 2, press 2 again, press 0. | ✓<br><br>Request interpretation services by calling 1-866-270-5785. Schedule 3 business days in advance. |
| <b>Transportation to Doctor Visit/Clinic</b>         | ✓<br><br>Request transportation by calling 855-772-9076 at least 2 business days in advance.                                  | ✓<br><br>Request transportation by calling 1-877-433-2178 at least 24 hours in advance.                                   | ✓<br><br>Request transportation by calling 1-800-224-7766 at 1 week in advance.   | ✓<br><br>Request transportation by calling 1-866-779-5168 at least 24 hours in advance.   | ✓<br><br>Request transportation by calling 1-844-292-2688 at least 3 business days in advance.         | ✓<br><br>Request transportation by calling 1-844-772-6623 at least 3 business days in advance.           |
| <b>Free Pharmacy for Medi-Cal Approved Drugs*</b>    | ✓   | ✓   | ✓   | ✓   | ✓  | ✓  |
| <b>Free Doctor Visit</b>                             | ✓   | ✓   | ✓   | ✓   | ✓  | ✓  |
| <b>Vision Exam</b>                                   | Vision Service Plan<br>855-772-9076   | March Vision 1-<br>888-493-4070   | Vision Service Plan<br>1-800-877-7195   | Vision Service Plan<br>1-800-877-7195   | March Vision<br>1-888-493-4070   | March Vision<br>1-844-336-2724   |
| <b>Mental Health Services</b>                        | Mild to Moderate Conditions<br>855-772-9076   | Mild to Moderate Conditions<br>855-321-2211   | Mild to Moderate Conditions<br>800-404-3332   | Mild to Moderate Conditions<br>888-426-0030   | Mild to Moderate Conditions<br>888-665-4621  | Mild to Moderate Conditions<br>1-866-270-5785  |
| <b>Dental Exam</b>                                   | Denti-Cal<br>1-800-322-6348   | Denti-Cal<br>1-800-322-6348   | Denti-Cal<br>1-800-322-6348   | Denti-Cal<br>1-800-322-6348   | Denti-Cal<br>1-800-322-6348  | Denti-Cal<br>1-800-322-6348  |














\* Free medications and dosage are listed at <http://www.dhcs.ca.gov/services/Pages/ff.html>

\* In a medical emergency, dial 9-1-1.

For any questions call 2-1-1 San Diego: Dial 2-1-1, Press "3" when the call is answered. Say your language to talk to a specialist who will refer you to Community and Health Services. For further assistance to register for a medical plan in person, visit a Certified Medi-Cal Enrollment agency in your community. The list of agencies is available on the following website: <https://v.calheers.ca.gov/hix/entity/locateassister/searchentities>

# SAN DIEGO MEDI-CAL HEALTH PLANS TRANSPORTATION SERVICES

Medi-Cal offers assistance for beneficiaries who do not have and cannot get transportation to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health, or substance use disorder appointments, and to pick up prescriptions and medical supplies. In Fee-For-Service and managed care, licensed, professional medical transportation companies are able to provide NMT and NEMT. Contact client's Medi-Cal health plan for information.

| HEALTH INSURANCE PLAN  | OFFERED SERVICES   |
|--|--|
| <b>Aetna Better Health of California   1-855-772-9076</b><br>No advance notice required • No cost to members • Call about mileage  |  <b>NEMT</b> <b>NMT</b>   |
| <b>Blue Shield of California Promise Health Plan   1-855-699-5557</b><br>Two (2) days advance notice required • No cost to members |  <b>NEMT</b> <b>NMT</b>   |
| <b>Community Health Group   1-800-224-7766</b><br>Two (2) days advance notice required • No cost to members                        |  <b>NEMT</b> <b>NMT</b>   |
| <b>Health Net Community Solutions   1-800-675-6110</b><br>Five (5) business days advance notice required • No cost to members      |  <b>NEMT</b> <b>NMT</b>    |
| <b>Kaiser Permanente   1-877-930-1477</b><br>Three (3) business days advance notice required • No cost to members                  |  <b>NEMT</b> <b>NMT</b>   |
| <b>Molina Healthcare   1-844-292-2688</b><br>Three (3) business days advance notice required • No cost to members                  |  <b>NEMT</b> <b>NMT</b>   |
| <b>United Healthcare   1-844-772-6623</b><br>Three (3) business days advance notice recommended • No cost to members               |  <b>NEMT</b> <b>NMT</b>    |

## WHAT A CLIENT NEEDS BEFORE CALLING:

- ✓ Medi-Cal ID number
- ✓ Home address
- ✓ Mailing address
- ✓ Phone number
- ✓ Day, time, and location of healthcare appointment
- ✓ Caregiver/Provider's name

## ICON

## DESCRIPTION



**Emergency Medical Transportation:** Emergency Transportation (ambulance) or ambulance transport services provided through "911" emergency response system.

**NEMT**

**Non-Emergency Medical Transportation (NEMT):** Physically or medically not able to get to your paid appointment by car, bus, train, or taxi. NEMT is ambulance, litter van, wheelchair van, or transport.

**NMT**

**Non-Medical Transportation (NMT):** When traveling to and from an appointment for a Medi-Cal service authorized by provider, including getting to and from a medical appointment for screening and/or treatment.



**Personal Mileage Reimbursement.** When transportation is in a private vehicle arranged by the beneficiary and not through a transportation broker. Transportation must be authorized in advance.



**Reimbursement.** NMT will be reimbursed based on the lowest possible cost, inclusive of bus passes, taxi vouchers or train tickets.