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

El Cajon Family Medical Center
4551 El Cajon Blvd.
(619) 280-7185
www.sharp.com
Aetna, CHG

El Cajon Medical Clinic
3811 El Cajon Blvd.
(619) 284-5622
Blue Shield Promise, CHG, Health Net, Molina

La Maestra—Hope Clinic
4171 Fairmount Ave.
(619) 269-1269
www.lamaestra.org
Aetna, Blue Shield Promise, CHG, Molina, United

San Diego Family Care (Adults)
4290 Polk Ave.
(619) 563-0250
www.sharp.com
Aetna, Blue Shield Promise, CHG, Molina

Ibarra Family Health Center
4874 Polk Ave.
(619) 515-2426
www.fhcsd.org/ibarra-family-health-center
Aetna, Blue Shield Promise, CHG, Molina, United

City Heights Family Health Center
5454 El Cajon Blvd
(619) 515-2400
www.fhcsd.org/city-heights-family-health-center/
Aetna, Blue Shield Promise, CHG, Molina, United

San Ysidro Health Community Heights Family Medicine
4690 El Cajon Blvd
(619) 445-6200
www.syhc.org
Aetna, Blue Shield Promise, CHG, Health Net, Molina, United

San Diego Family Care (Pediatrics)
4305 University Ave. #150
(619) 280-2058
www.sdfamilycare.org
Aetna, Blue Shield Promise, CHG, Molina

La Maestra Health Center
4060 Fairmount Ave.
(619) 779-7900
www.lamaestra.org
Aetna, Blue Shield Promise, CHG, Molina, United

Family Health Center
Diamond Neighborhoods
4725 Market Street
(619) 515-2560
www.fhcsd.org/diamond-neighborhoods-family-health-center/
Aetna, Blue Shield Promise, CHG, Molina, United

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

SanGIS
We Have San Diego Covered!
<table>
<thead>
<tr>
<th>Language Interpreter Services at Doctor Visit</th>
<th>Aetna Better Health of California 855-772-9076 (TTY 711)</th>
<th>Blue Shield Promise 855-905-3825 (TTY 711)</th>
<th>Community Health Group 1-800-224-7766</th>
<th>Health Net 1-800-675-6110</th>
<th>Molina 1-888-665-4621</th>
<th>United Healthcare 1-866-270-5785</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request interpretation services by calling 855-772-9076. State your language when the representative is on the line.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Transportation to Doctor Visit/Clinic</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Request transportation by calling 855-772-9076 at least 2 business days in advance.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Free Pharmacy for Medi-Cal Approved Drugs*</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Free Doctor Visit</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>Mild to Moderate Conditions 855-772-9076</td>
<td>Mild to Moderate Conditions 855-321-2211</td>
<td>Mild to Moderate Conditions 800-404-3332</td>
<td>Mild to Moderate Conditions 888-426-0030</td>
<td>Mild to Moderate Conditions 888-665-4621</td>
<td>Mild to Moderate Conditions 1-866-270-5785</td>
</tr>
<tr>
<td>Dental Exam</td>
<td>Denti-Cal 1-800-322-6348</td>
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</tbody>
</table>

* Free medications and dosage are listed at [http://www.dhcs.ca.gov/services/Pages/ff.html](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](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.

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

## ICON

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

## 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

## DESCRIPTION

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

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Medi-Cal Managed Care Plans Transportation Desk Aid | Rev. 01/27/2020