

El Cajon Family Health Center
 525 E. Main Street
 (619) 515-2498
www.fhcsd.org
 Aetna, Blue Shield Promise,
 CHG, Molina, United

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Centro Medico El Cajon/Borrego Health
 133 W. Main Street, Ste 240
 (619) 401-0404
www.borregohealth.org
 Aetna, Blue Shield Promise,
 CHG, Molina, United

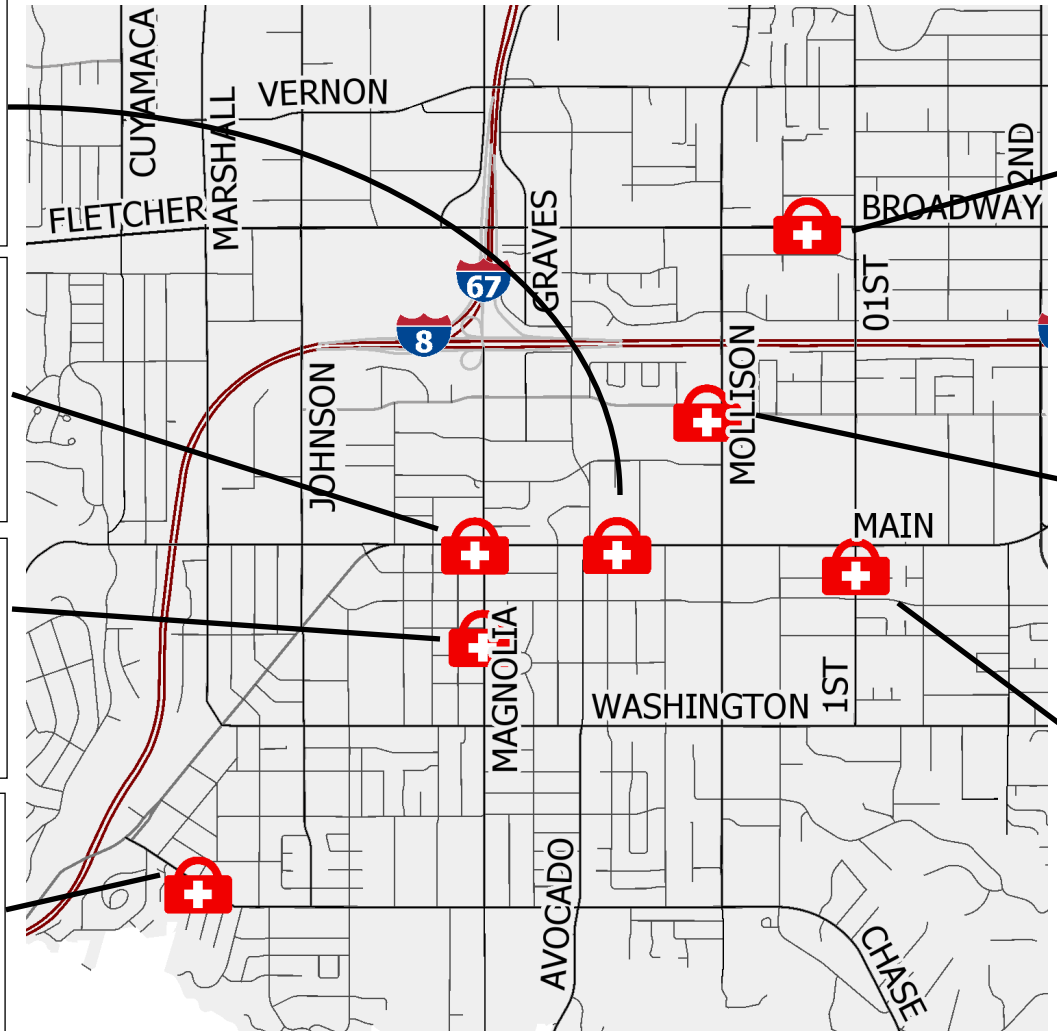
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CMSS/San Ysidro Health Center
 436 S. Magnolia Ave. Ste 102
 (619) 401-7410
www.syhc.org
 CHG, Molina, United

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Family Health Center
 111 W. Chase Ave.
 (619) 515-2499
www.fhcsd.org
 Aetna, Blue Shield Promise,
 CHG, Molina, United

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La Maestra Family Clinic
 1032 Broadway
 (619) 779-5991
www.lamaestra.org
 Aetna, Blue Shield Promise,
 CHG, Molina, United

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Neighborhood Healthcare
 855 Madison Ave. Ste 101
 (619) 440-2751
www.nhcare.org
 Aetna, CHG, Health Net, Molina

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La Maestra Community Health Center
 165 S. 1st Street
 (619) 779-7900
www.lamaestra.org
 Aetna, Blue Shield Promise,
 CHG, Molina, United

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- Arabic
- Chaldean
- Farsi
- Kurdish
- Language Line
- Spanish

| | Aetna Better Health of California 855-772-9076 (TTY 711) | Blue Shield Promise 855-905-3825 (TTY 711) | Community Health Group 1-800-224-7766 | Health Net 1-800-675-6110 | Molina 1-888-665-4621 | United Healthcare 1-866-270-5785 |
|--|---|---|--|---|--|--|
| Language Interpreter Services at Doctor Visit | ✓ Request interpretation services by calling 855-772-9076. State your language when the representative is on the line. | ✓ Request interpretation services by calling 1-855-699-5557. Press 8 and then press 1. Schedule 1 week in advance. | ✓ Request interpretation services by calling 1-800-224-7766. Say your language when the representative comes on the phone. Schedule 2 days in advance | ✓ Request interpretation services by calling 1-800-675-6110. Press 1, press 1 again, and then press 5. Schedule 3 days in advance. | ✓ Connect to a phone interpreter at the doctor's office. Call, press 2, press 2 again, press 0. | ✓ Request interpretation services by calling 1-866-270-5785. Schedule 3 business days in advance. |
| Transportation to Doctor Visit/Clinic | ✓ Request transportation by calling 855-772-9076 at least 2 business days in advance. | ✓ Request transportation by calling 1-877-433-2178 at least 24 hours in advance. | ✓ Request transportation by calling 1-800-224-7766 at 1 week in advance. | ✓ Request transportation by calling 1-866-779-5168 at least 24 hours in advance. | ✓ Request transportation by calling 1-844-292-2688 at least 3 business days in advance. | ✓ Request transportation by calling 1-844-772-6623 at least 3 business days in advance. |
| Free Pharmacy for Medi-Cal Approved Drugs* | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Free Doctor Visit | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Vision Exam | Vision Service Plan 855-772-9076 | March Vision 1- 888-493-4070 | Vision Service Plan 1-800-877-7195 | Vision Service Plan 1-800-877-7195 | March Vision 1-888-493-4070 | March Vision 1-844-336-2724 |
| Mental Health Services | Mild to Moderate Conditions 855-772-9076 | Mild to Moderate Conditions 855-321-2211 | Mild to Moderate Conditions 800-404-3332 | Mild to Moderate Conditions 888-426-0030 | Mild to Moderate Conditions 888-665-4621 | Mild to Moderate Conditions 1-866-270-5785 |
| Dental Exam | Denti-Cal 1-800-322-6348 | Denti-Cal 1-800-322-6348 | Denti-Cal 1-800-322-6348 | Denti-Cal 1-800-322-6348 | Denti-Cal 1-800-322-6348 | Denti-Cal 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 |
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| Aetna Better Health of California 1-855-772-9076 No advance notice required • No cost to members • Call about mileage |  NEMT NMT   |
| Blue Shield of California Promise Health Plan 1-855-699-5557 Two (2) days advance notice required • No cost to members |  NEMT NMT |
| Community Health Group 1-800-224-7766 Two (2) days advance notice required • No cost to members |  NEMT NMT |
| Health Net Community Solutions 1-800-675-6110 Five (5) business days advance notice required • No cost to members |  NEMT NMT  |
| Kaiser Permanente 1-877-930-1477 Three (3) business days advance notice required • No cost to members |  NEMT NMT   |
| Molina Healthcare 1-844-292-2688 Three (3) business days advance notice required • No cost to members |  NEMT NMT |
| United Healthcare 1-844-772-6623 Three (3) business days advance notice recommended • No cost to members |  NEMT NMT  |

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. |