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DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services



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GOVERNOR

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Medi-Cal Eligibility Division Information Letter No.: I 18-05

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: Non-Emergency Medical Transportation

The purpose of this letter is to provide information regarding non-emergency medical transportation (NEMT). NEMT is a covered Medi-Cal benefit for beneficiaries who need transportation to medically necessary covered services and when ordinary public or private conveyance is medically contra-indicated. NEMT is provided to beneficiaries via ambulance, litter van, wheelchair van, or by air.* If a beneficiary has any questions regarding NEMT, the beneficiary should consult with their treating physician to request transportation options, and the physician can put them in touch with a NEMT provider.

If additional assistance is needed, providers may call the Department of Health Care Services' (DHCS') San Diego Field Office. The San Diego Field Office can be reached at: (858) 495-3666.

Original Signed By

Sandra Williams, Chief
Medi-Cal Eligibility Division

* NEMT is distinguishable from non-medical transportation (NMT), which is a covered Medi-Cal benefit for beneficiaries who do not need to be transported in an ambulance, litter van, wheelchair van, or by air to medical appointments.