

CalOptima Transportation Benefits & Main Phone Numbers

Non-Medical Transportation (NMT):

For members who do not have transportation to access services. To be used to obtain medically necessary Medi-Cal covered services, such as doctor's appointments, prescription pick-up, therapy appointment, dental care, California Children Services (CCS), specialty mental health services.

Steps for getting NMT services:

- Well in advance of the appointment (five business days) call CalOptima's transportation line at **(833) 648-7528**.
 - **8:00 A.M. to 8:00 P.M. 7 days a week.**
- Input language, and the type of request: new trip, update trip, cancel trip, Estimated Time of Arrival (ETA) on existing trip, and if caller is member/caregiver/provider.
- Enter **BIC number or member ID number**.
- Representative determines type of transportation — taxi, bus or private driver.
- Transportation services provided 24 hours a day, 7 days a week.

Non-Emergency Medical Transportation (NEMT):

For members who have a medical and/or physical condition and cannot use car, bus or taxi for their medical services, and, the health plan pays for the condition:

Steps for getting NEMT services:

- Doctor completes a Physician Certification form for **approval through their health network**.
- NEMT provided by ambulance, litter van or wheelchair van.

Accessing Behavioral Health Services:

- Call the Behavioral Health Line at **(855) 877-3885** for mild–moderate conditions
 - **24 hours a day, 7 days a week.**
- Provide **BIC number or member ID number**.
- Representative will complete short assessment to determine level of service.
- Member will be provided referrals for a behavioral health provider.
- If having difficulty making first appointment, member can request a liaison to assist with scheduling an appointment.

Dental Services:

- Member can access preventive and restorative dental services through Medi-Cal Dental.
- (800) 322-6384 or www.smilecalifornia.org

Additional resources to find a dentist:

- Smile Habits OC www.smilehabitsoc.org

CalOptima Customer Service:

- **(714) 246-8500** or toll-free **(888) 587-8088**.
 - 24 hours a day, 7 days a week.