

Alameda Alliance Wellness (HMO D-SNP)

Transportation Benefit



Get transportation to medical appointments and services at no cost.



At Alameda Alliance for Health (Alliance), we are here to help our members stay healthy and active. Alameda Alliance Wellness members can get a ride to their medical appointments and services at no cost.

The Alliance covers two (2) types of ride services:

1. Non-medical transportation (NMT)
2. Non-emergency medical transportation (NEMT)

Non-Medical Transportation (NMT)

Alliance members who have Medi-Cal coverage can use NMT when they need to:

- Pick up prescriptions and medical supplies.
- Travel to and from a medical appointment authorized by a provider.

The Alliance NMT benefit covers the use of a car, taxi, bus, or other public/private way to get to a medical appointment.

To schedule an NMT service, please view the list of toll-free numbers to call on **page 2**.



Non-Emergency Medical Transportation (NEMT)

Non-emergency medical transportation (NEMT) is for members who are not able to get to their medical appointment (medical, dental, mental health, or substance use disorder) by car, bus, train, taxi, or other NMT level of service.

NEMT uses the following levels of service:

- Air transport
- Litter/gurney van
- Ambulance
- Wheelchair van

The doctor must complete and submit the Physician Certification Statement (PCS) Form to the Alliance before a NEMT request. After the form is sent to the Alliance, the member or doctor can schedule transportation using the number below. The PCS Form can be found on the Alliance website at **www.alamedaalliance.org**.

Scheduling

Please schedule the ride request at least three (3) business days before the appointment. For urgent appointments, please call as soon as possible. Please have the Alliance member ID card ready when you call.

If you are...	Phone Number
An Alliance member	Toll-Free: 1.866.791.4158
An Alliance provider calling on behalf of an Alliance member	Toll-Free: 1.866.529.2128
An Alliance provider who needs to report real-time concerns	Toll-Free Escalation Line: 1.866.779.0569

To schedule a ride, Alliance members can also download and use the **Modivcare App** from Google Play® or the Apple App Store® on a smartphone or tablet.

Questions?

Please call the Alameda Alliance Wellness Member Services Department
Seven (7) days a week, 8 am – 8 pm

Toll-Free: **1.888.88A.DSNP (1.888.882.3767)**

If you cannot hear or speak well, use TTY or call **1.800.735.2929**

www.alamedaalliance.org/alliancewellness

*To learn more about your plan benefits and covered services, please review your **Alameda Alliance Wellness Member Handbook**.*

Alameda Alliance Wellness is an HMO D-SNP plan with a Medicare contract and a contract with the California State Medi-Cal (Medicaid) Program. Enrollment in Alameda Alliance Wellness depends on contract renewal.

