



Health care you can count on.
Service you can trust.

Non-Emergent Medical Transportation Services by LogistiCare Solutions

The Alliance's non-emergent transportation benefit for our Medi-Cal members is managed by LogistiCare Solutions.

Contact Alliance Member Services at 510-747-4567 to arrange for Non-Emergent Ground Transport

For non-emergent ground transport, the benefits include:

- Transfers from a hospital or skilled nursing facilities
- Scheduled medical appointments

Non-emergent ground transportation requires a prior authorization. Each authorization request must be accompanied by an order signed by a physician, describing the medical reasons necessitating the transport. Please fax transportation requests to Member Services @ 855-891-7172.

According to the Medi-Cal Criteria non-emergent ground transportation may be covered when:

- It is necessary to obtain covered medical services, *and*
- The member's medical and physical condition is such that transport by ordinary private or public conveyance is medically contraindicated.

Transportation will be authorized according to patient's medical needs and availability of transport. .