



February 1, 2018

New Non-Medical Transportation Vendor: Call the Car

The Alliance recently contracted with a vendor, Call the Car, to assist with coordinating Non-Medical Transportation (NMT) services. NMT services are available for Alliance Medi-Cal members who meet the eligibility requirements, as outlined in the Provider Manual.

NMT transportation includes: public transportation, passenger car, taxicab, or any other form of public or private conveyance. Transportation services must be requested 5-7 business days in advance of the trip to ensure time to process the authorization and coordinate the transportation.

All transportation services, including services by Call the Car, are authorized by the Alliance Transportation Coordinators, who can be reached at (800) 700-3874 ext. 5577. Full details on the NMT benefit, including eligibility requirements, can be found in the Alliance Provider Manual, located on the Alliance Provider website at www.ccah-alliance.org/provider-manual-toc.html.