



Public Health
Prevent. Promote. Protect.
Colusa County

Transportation Services for Medi-Cal Appointments

Did you know you can get a FREE ride to your Medi-cal appointment if you don't have adequate transportation? This is an easy step by step process. It must be completed and called in at least 10 days before your appointment.

Read each step and fill in the blanks.

A. First Step: Gather Information

- 1) Get out your Medi-Cal card and write down your ID number _____.
- 2) My own phone number including area code is _____.
- 3) My Primary Care doctor's name is _____.
- 4) My Primary Care doctor's phone number is _____.
- 5) 5) The address where I want to be picked up before my appointment is _____.
- 6) The address where I want to be dropped off after my appointment is _____.
- 7) The phone number for my appointment is _____.
- 8) Will I be bringing my child to the appointment? Circle Yes or No. If yes, you absolutely must have an appropriate car seat.
- 9) Do I need any kind of help walking such as a wheelchair, walker, or crutches? Circle Yes or No.
- 10) Will I be bringing a supportive person such as a family member to my appointment? Circle Yes or No

B. Second Step: Call the phone number of your appointment

- 1) Say "Hello my name is _____. I have an appointment with your office and need to get some information for my transportation."
- 2) Ask "Could you please tell me the full address including zip code of your office?" _____.
- 3) Ask "Can you please tell me your fax number?" _____.
- 4) Ask "How long will my appointment take?" _____.
- 5) Ask "What date and time is my appointment?" _____.
- 6) Ask "Can you please spell my doctor's name for me?" _____.
- 7) Say "Thank you for helping me."

Turn this page over for steps C and D

C. Third Step: Determine if you have Anthem Blue Cross Medi-Cal or California Health and Wellness Medi-Cal.

- 1) Look at your Medi-Cal Card look for Anthem Blue Cross or California Health and Wellness. Circle which you one you see: Anthem Blue Cross or California Health and Wellness.

D. Fourth Step: Call for your ride

- 1) If you circled Anthem Blue Cross, call 1-877-931-4755. Listen to the recorded message wait to be connected to a transportation agent.
- 2) If you circled California Health and Wellness, call 1-877-658-0305. Listen to the next message and then say **“Transportation.”** Listen to the message and then **press 1.** Wait to be connected to a Transportation agent.
- 3) Tell the transportation agent, “Hello, my name is _____. I need transportation to my Medi-Cal appointment. I have gathered information that I would like to tell you.”
- 4) The transportation agent will begin asking you for the information you wrote down on page 1. Simply answer the questions, the agent will help you.
- 5) The transportation agent will give you a reference number. Make sure to **write this number down**_____.

Congratulations, you are done!

Keep this paper in case you need to call the transportation company before your ride, and have a great appointment.