

As an Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) member, you get transportation to:

- Medical or dental appointments
- Pick up medications at a pharmacy
- Ongoing care, such as dialysis

You can take unlimited trips to plan-approved locations each year. Transportation can be to any health care provider covered under your health plan.



## Here's how to take advantage of this great benefit:

1. Call at least one business day before your appointment.
2. Please have the following information ready when you call:
  - Your Member ID #
  - Name and address of where you want to go
  - Appointment day and time
  - Pick-up time and location
3. Call the Transportation Unit toll free at **1-888-325-1024** (TTY: **711**), Monday through Friday from 7 a.m. to 6 p.m., to make a reservation.
4. If you need to change or reschedule your appointment, call the Transportation Unit at **1-888-325-1024** (TTY: **711**), Monday through Friday from 7 a.m. to 6 p.m. immediately and at least one business day before your scheduled pick-up time if possible.
5. If your ride is late or you need to schedule a ride from a facility, call the Transportation Unit at **1-888-325-1024** (TTY: **711**), Monday through Friday from 7 a.m. to 6 p.m.

## Remember:

- To meet your car needs, please schedule your transportation as early as possible.
- One escort, age 17 or older, is allowed.
- You must supply your own wheelchair, if needed.
- Drivers are only required to wait 5 minutes past the scheduled pick-up time.



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at **1-855-817-5785** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. This call is free.

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Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.

# Frequently asked questions

## What type of transportation is provided?

Your transportation will be either:

- Private car, van or taxi
- Wheelchair-accessible vehicle

## Is there a trip limit?

You have unlimited trips to plan-approved locations each year.

## What if I have a complaint?

Please contact Anthem Blue Cross Cal MediConnect Plan Member Services at **1-855-817-5785** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. This call is free.

## How do I request to be picked up after my appointment?

Please call the Transportation Unit toll free at **1-888-325-1024** (TTY: **711**), Monday through Friday from 7 a.m. to 6 p.m. when you are ready to be picked up after your appointment. Have the address where you need to be picked up available. Your ride will arrive within one hour.

## Who can call to arrange my transportation?

You, a relative, a caregiver or a medical facility staff member can call to arrange your transportation.

Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in its health programs and activities.

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-855-817-5785** (TTY: **711**) Monday through Friday from 8 a.m. to 8 p.m. Someone who speaks English can help you. This is a free service.

### Spanish

ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia de idiomas. Llame al **1-855-817-5785** (TTY: **711**), de lunes a viernes, de 8:00 a. m. a 8:00 p. m. La llamada es gratuita.

### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-855-817-5785** (TTY: **711**)，週一至週五上午 8 : 00-晚上 8 : 00。通話免費。

For information on Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) and other Cal MediConnect options for your health care, call the Department of Health Care Services at **1-800-430-4263** (TTY: **1-800-735-2922**), or visit [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).



[duals.anthem.com](http://duals.anthem.com)

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Santa Clara County, CA

**Transportation**

with Anthem Blue Cross

Cal MediConnect Plan

(Medicare-Medicaid Plan)