

Transportation Services and Supports

Transportation resources are provided and arranged for patients in order to address barriers to health care access.

- Patients enrolled with the Sacramento County Health Center are assisted with transportation to medical appointments. Taxi vouchers and bus passes are provided and no advance appointment is necessary. RNs assist the homeless and recently incarcerated with linkage to health care services.
- The Sacramento Regional Transit District operates three light rail lines and multiple bus routes that serve Sacramento and its immediate suburbs. SacRT has recently proposed the following changes:
 - eliminate Bus Route 38 - P/Q STREETS (Univ/65th-Downtown-River Oaks)
 - increase the frequency of Bus Route 51 – BROADWAY-STOCKTON (Florin Mall-Downtown)
- Refugees are referred and provided transportation to medical appointments at the Health Center’s Refugee Health Clinic by local resettlement agencies.
- Sacramento Covered is a local community-based organization that provides transportation and bus passes to our Healthy Partners Program members.
- Managed Care Plans have established procedures for Medi-Cal members to receive medically necessary transportation services (see Table below). The Health Center’s staff assist patients with accessing their transportation benefit.

Transportation Coverage provided by Managed Care Plans		
Service	Description	Member Access
Emergency	Ambulance transport services when medically necessary.	Provided through the “9-1-1” emergency response system.
Non-Emergency Medical	Ambulance, litter van or wheelchair van to any covered service when the patient cannot get to a medical appointment by other means.	Must be requested and approved by the physician and authorized in advance by the patient’s Managed Care Plan.
Non-Medical <i>(available to all Medi-Cal members as of July 1, 2017)</i>	Round-trip transportation by passenger car, taxi, or any form of public or private vehicle for medically necessary covered services, to pick up drug prescriptions that cannot be mailed, and to pick up medical supplies or equipment.	Varies; each Managed Care Plan has their own service with specific contact instructions on how to schedule transportation.