

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**
**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:**
 **Medical Group/ IPA/MSO**
**Primary Care**

- IPA/MSO
- Directs
- MMG

**Specialists**

- Directs
- IPA

 **Hospitals**
**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL**
**PROVIDER SERVICES:**

(855) 322-4075, Extension:

**Los Angeles County**

122233	127685	11113
127690	127657	114378
120104	127879	127651
112211		

**Riverside/San Bernardino Counties**

128007	123251	126556
128010	127709	120021
128091	120210	

**Sacramento County**

127140	126232
128543	

**San Diego County**

121592	120019	121151
126236	121056	123022

**Imperial County**

125682	121588
120153	

## NEW SECURE TRANSPORTATION DEDICATED CONTACT

This is an advisory notification to the Molina Healthcare of California (MHC) network hospitals regarding a new dedicated phone line and email address for Secure Transportation requests.

Effective 8/5/2016, Secure Transportation now has the following options for facilities to call or submit online transportation requests for eligible MHC members for covered plan services.

**Phone: 1-855-740-3166**

**Email: [Molina@securetransportation.com](mailto:Molina@securetransportation.com)**

Please note that this number is for facilities only. Members will need to continue utilizing the dedicated reservation line.

Secure Transportation will respond within 2 hours of receipt of the email during the hours of 7am-7pm PST any day of the week. Any request received outside of this time frame will be responded to within 3-4 hours.

For members needing same day transportation, please be sure to indicate this in the subject line of the email.

When submitting emails to this mailbox to Secure Transportation, please provide **all** the requested information below to ensure the request is completed correctly and necessary accommodations, if any, are arranged for our members. As a reminder, please ensure all emails are sent secure/encrypted to protect the security of members.

1. Date of Request:
2. Requested By:
3. Member Name:
4. DOB:
5. Subscriber ID
6. Member ID:
7. Line of Business (LOB):
8. Home Address:

9. Best Contact Number:
10. Service Date:
11. Appointment Time:
12. Level of Service / Vehicle Type:
13. Pickup Time:
14. Appointment Location Name:
15. Appointment Address:
16. Special Requests / Instructions:
17. Will someone accompany the member: Yes / No  
Note: If Yes, Please provide the name of the person and relationship to the Member accompanying the Member during this transportation service.
18. Is this for Dialysis services?  
Note: Please Indicate Yes or No on #18.
19. If yes, schedule:
20. Return Pickup Time:  
Note: \* Typically 4 hours after appt. time \*
21. Does member have a preference on a specific Transportation Provider?  
Note: If yes, please indicate here. If there is also specific provider the member does NOT want to utilize please note it here.

Means of transportation, including non-emergency medical and non-medical transportation services, available from Secure Transportation are:

- Molina Medicare Options Plus (MMOP) members: Ambulatory (Sedan, Van, Taxi (Excluding Rental Cars)), Wheelchair Lift-Equipped Vehicles, Stretcher Van services.
- Molina Medicare Options (MMO) members: Ambulatory (Sedan, Van, Taxi (Excluding Rental Cars)), Wheelchair Lift-Equipped Vehicles, Stretcher Van services.
- Molina Dual Options Cal MediConnect Medicare-Medicaid (MMP) members: Ambulatory (Sedan, Van, Taxi (Excluding Rental Cars)), Wheelchair Lift-Equipped Vehicles, Stretcher Van, Advanced Life Support (ALS) and Basic Life Support (BLS) services.
- Medi-Cal offers: Ambulatory (Sedan, Van, Taxi (Excluding Rental Cars)), Wheelchair Lift-Equipped Vehicles, Stretcher Van, ALS and BLS services.

## **QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075.