



Health Net Gets You Where You Need *to Go*



Scheduling appointments is easy!

This convenient transportation benefit is available at no cost to County of Kern retirees who enroll with Health Net of California, Inc.

Health Net has partnered with LogistiCare, a transportation management company, to offer Health Net Seniority Plus (Employer HMO) retirees round-trip transportation¹ to medical appointments **at no cost!**

Health Net's transportation benefit offers:

- 24 one-way trips per year.
- The option to bring a caretaker or family member without it counting as an extra transport.
- The ability to ask the driver to stop at a pharmacy, radiology office or lab from a physician's office without it counting against the number of trips.
- Convenient curb-to-curb, door-to-door or door-through-door (gurney only) services (depending upon the member's needs).
- Share-A-Ride vehicles: You have the option to share a ride in the same vehicle as other passengers who may have a similar appointment time or destination.
- Other vehicles: taxi, large sedan or minivan if needed.
- Wheelchair and gurney vans available when needed.

To schedule a routine transportation appointment, call the Health Net Transportation Department at **1-866-779-5165** (TTY: 1-866-288-3133), **Monday through Friday, 7:00 a.m. to 6:00 p.m.**

Transportation should be requested 48 hours in advance (72 hours for wheelchair and gurney vans). Reservations of an urgent nature (for example, hospital discharges or hospital-to-hospital transports) can be scheduled 24 hours a day, 7 days a week and will be responded to within 4 hours.

For updated status, confirmation or estimated arrival time of your appointment, call "Where's My Ride?" at **1-866-779-5229** (TTY: 1-866-288-3133), 24/7/365.

¹Limited to 24 one-way trips per benefit year.

All transportation services, including standing orders, are subject to verification of eligibility and confirmation of the benefit, including any trip limits (if applicable), for this plan. The Health Net Transportation Department will call the destination facility to verify the appointment and confirm that it is a covered destination.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits may change on January 1 of each year. Health Net complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Health Net of California, Inc. has a contract with Medicare to offer HMO plans. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal.