

Provider Bulletin

Molina Healthcare of California

Molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

April 5, 2024

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

Non-Emergency Medical Transportation Vendor – American Logistics

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

American Logistics is the transportation manager for all Molina, Medi-Cal Members. We are committed to providing members with reliable transportation through our simple trip booking process.

Medi-Cal members can schedule transportation:

- BY PHONE:
 - Molina Medi-Cal Reservation Line: (844) 292-2688 – American Logistics Call Center
- BY WEB:
 - Schedule your transportation through the online portal: Molina.americanlogistics.com/login

When this is happening:

Effective June 1, 2021, MHC transitioned Non-Emergency Medical Transportation (NEMT) vendor to American Logistics.

Provider Action

For scheduling and to submit a Physician Certification Statement (PCS) Form, kindly visit the American Logistics website: Molina.americanlogistics.com/

Medical Providers MUST complete a PCS Form, if members require any of the following:

- Car/Van with Door-to-Door/Driver Assistance Service
- Wheelchair Accessible Van
- (Ramp or Lift)
- Stretcher/Gurney/Litter Van
- Non-Emergency Ambulance Services

Below are transportation options that DO NOT require a PCS Form:

- Mass/Public Transit (Bus)
- Uber/Lyft
- Sedan/Van - No Driver Assistance Needed
- Mileage Reimbursement



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez Laura Gonzalez	562-549-3782 562-549-4887	Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
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