



Information for Medi-Cal Beneficiaries

For Medi-Cal beneficiaries, this page serves as notice that: (1) withholding or withdrawing consent to the use of telehealth does not impact the beneficiary's ability to receive future covered Medi-Cal services and (2) if the beneficiary has trouble accessing in-person services due to transportation issues, Medi-Cal provides coverage for transportation when the beneficiary is traveling to and from an appointment for a Medi-Cal service authorized by a provider when other resources have been reasonably exhausted.

For additional information and/or to request transportation services, please call CalOptima's Customer Service department at 1-714-246-8500 or toll-free at 1-888-587-8088 at least 15 business days (Monday-Friday) before the appointment. For urgent appointments, please call as soon as possible. Please have the beneficiary's member ID card ready when calling. In the event of an emergency, call 911.

