



www.thecil.org

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updated 9/16/25

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Non Emergency Medical Transportation and Non Medical Transportation

Volunteer Programs

[Mercy Medical](#)

Non-profit that gives air flight and ground transportation. Flights are income-based and require 21 days notice. For ground transport, patients are provided with gas cards, or commercial bus or Amtrak tickets to medical-related treatment. These trips are for non-local medical care more than 50 miles away. All patients must be ambulatory, which means they must be able to walk independently, enter and exit the plane with little or no assistance, and require no medical care (e.g., doctor or nurse) en route.

[Ashby Village](#)

A grassroots community organization that offers volunteer rides w/ annual membership fee for older adults. Also offer other community building opportunities such as workshops, neighborhood groups and social outings. Must live in Albany, Berkeley, El Cerrito, Emeryville, Kensington, Oakland, and Richmond. Some exceptions to the service area can be made. Need based memberships available.

Private Transportation Programs

[One Access](#)

Fee for service. Includes gurney, wheelchair, door- through-door service. No liftgate vans. Requires 24 hours in advance. 510 648-2085 info@oneaccesstrans.com

[Onward transportation](#)

Companion, door through door rides, but currently no wheelchair accessible vehicles. Do accept clients who use foldable wheelchairs and walkers. Offer help in and out of car and offer option for the driver to wait while you are in an appointment for extra cost.

[Wheelcare Express](#)

Fee for service, approx \$50 + \$5 mi single, \$100 + \$5 mi round trip, work mostly with Medical. Does have liftgate vans. 510-436-5040 EastBay@wheelcareexpress.com

[Wheelchair Accessible Taxi](#)

(415) 451-3300 - Can call to schedule or book via [online reservation](#) system. Does have liftgate vans. San Francisco service only.

[JHM Medical Transportation](#)

Client recommended for East Bay NEMT for wheelchair users. Website not found. (415) 573-0550

[Second Chance Medical Transportation](#)

Non-emergency medical transportation based in Richmond, CA, and throughout Contra Costa and Alameda counties. Focused on senior & disabled people, provides both ambulatory and wheelchair transport. 510-685-7813.

[Vet Ride](#) - Part of Veterans Transportation Program (VTP), offers Veterans transport to and from their VA health care facilities. Must be enrolled in VA health care and need to register for VetRide on the VTS platform.

Other NEMT

Useful if transporting individuals on a gurney or who need to transport durable medical equipment that cannot be broken down and stored in a trunk.

[American Medical Response](#)

[Arcadia Ambulance](#)

[Bay Medic Transportation](#)

[Centurion Medical Transportation](#) - Confirmed services 9/16/25.

[Eagle Ambulance](#)

[Falck Northern California](#)

[Falcon Critical Care Transport](#)

[Pro Transport-1](#)

[Norcal Ambulance](#)

[Royal Ambulance](#)

[United Ambulance](#)

[Westmed Ambulance](#)

Health Insurance

Check with your plan member services (number on back of card) as you may be able to receive rides from your health plan, you may need a prescription from your doctor.

Veterans - [VetRide](#)

[Medi-Cal](#) - Serving low-income individuals with incomes below 138% of federal poverty level

Managed care plan - contact your plan's member service department to request nonemergency medical transportation (NEMT). You will need a prescription from a licensed provider.

Fee for Service (FFS) Medi-Cal - inform your medical provider. They can prescribe NEMT and find a transportation provider to coordinate your ride to and from your appointment(s). If your medical provider needs

[Disability Rights information about Medical Rides provided by Medi-Cal](#)

Transportation with Medi-Cal

- [Medi-Cal](#) - Serving low-income individuals with incomes below 138% of federal poverty level
- There are 2 types of transportation under Medi-cal
 - 1) Non-medical transportation - for those with full-scope Medi-Cal.
 - 2) Non-emergency medical transportation (NEMT) - for those with managed care plan or Fee for Service (FFS) plans.

Non Medical Transportation (NMT) with Medi-Cal

Non Medical Transportation (NMT) is available to people with full-scope Medi-Cal or who are pregnant, including to the end of the month in which the 365th day postpartum falls. *Can include picking up prescriptions

If you receive Medi-Cal through a managed care plan, contact [your plan's member service department](#) to request Non Emergency Medical Transportation (NMT). Beneficiaries will need to attest to their managed care plan that all other currently available resources have been reasonably exhausted.

There are multiple ways for you or your representative to set up a ride:

- You can contact the NMT provider directly to arrange transportation to your appointments. See the link below for a list of NMT providers in your county.
- You can call your Medi-Cal provider and ask about transportation providers in your area.

NOTE: When you contact the transportation provider directly, they will ask you for information about your appointment date and time. You will need to verbally let them know that you do not have any other way to get to your appointment.

You can email DHCSNMT@dhcs.ca.gov requesting assistance. Do NOT include personal information in your first email. DHCS staff will reply with a secure email asking for your information about the appointment.

Nonemergency Medical Transportation (NEMT)

If you receive Medi-Cal through a managed care plan, please contact [your plan's member service department](#) to request nonemergency medical transportation (NEMT). You will need a prescription from a licensed provider.

If you have Fee for Service (FFS) Medi-Cal, please inform your medical provider. They can prescribe NEMT and find a transportation provider by using the link below to find an Approved NEMT Provider in your county, who will coordinate your ride to and from your appointment(s).

If assistance is needed with finding a NEMT provider in your area, you, your representative or your Medi-Cal provider can email DHCSNMT@dhcs.ca.gov requesting assistance. Please do NOT include personal information in your first email. A DHCS representative will reply with a secure email asking for your information about the appointment.

[Approved NEMT Providers](#)

Medi-Cal Resources

[General Information](#)

[Medi-Cal Beneficiaries - Fee-For-Service and Managed Care](#)

[Disability Rights information about Medical Rides provided by Medi-Cal](#)

Bay Area Shuttles

MacArthur BART - [Kaiser Oakland shuttle schedule](#)

MacArthur BART - Stanford via [Emery-Go-Round Hollis shuttle](#)

MacArthur BART - [Sutter](#) Summit and Alta Bates Campuses every 20 minutes 4:30 a.m. - 9 p.m.

Milvia Parking lot - [Sutter](#) Herrick - Alta Bates every 20 minutes 4:30 a.m. - 9 p.m.

San Leandro BART - [Kaiser San Leandro Shuttle](#) 5:30 a.m. - 8:30 p.m.

Palo Alto CalTrain Station - [Stanford Marguerite](#)

[San Francisco UCSF Shuttles](#)

On-Call Sutter shuttles

[Sutter](#) Summit - Alta Bates - MacArthur - Rockridge 9 p.m. - 1:00 a.m.

[Sutter](#) Herrick - Milvia Parking lot - Ashby BART 9 p.m. - 2 a.m.

Paratransit

[East Bay Paratransit](#) (EBPT) - (510) 287-5000

Requires certification, which can take 2-3 weeks and includes an in person interview.

Transportation via EBPT is offered for interviews. Once approved, requires 24 hours advance for booking. Multi seat ride program, not single ride. The CIL mobility management program can help you apply & provide application support. Email coco@thecil.org or call us at (510) 841-4776 ext 3126.

City Programs

May take 2-8 weeks for certification. Most require East Bay Paratransit certification or to be a senior above a certain age. More strict to limit rides to city limits usually.

[Berkeley Rides for Seniors and The Disabled](#)

(*Currently not accepting applications as of 9/16/25. The program is at capacity.)

- Need to be already certified with East Bay Paratransit
- Provides "Scrip"/vouchers for Taxi & Cab services (users may need to stow DME such as mobility aids)
- Provides vouchers for wheelchair accessible vehicles
- East Bay Paratransit vouchers
- High medical need program provides additional scrip
- GoGoGrandparent available to users on a limited basis (Calls and orders Lyft/Uber for users)

[Albany](#)

[Alameda AIM](#)

[San Leandro FLEX](#)

[Oakland TUGO](#)

- Taxi script - On-demand transportation within Oakland
- GoGo grandparent - Utilizes ride share apps
- WAV van rentals for community groups / private groups.
- 8 to Go program - Discounted rides & WAV rides for 94608 area code

[Easy Does It](#)

- [EDI application](#) 510-704-2111
- Requires EBParatransit and Berkeley Rides for Seniors and the Disabled certification, all services from Easy Does It are available in the city of Berkeley.
- *Easy Does only does emergency wheelchair repair in Oakland currently. As of 8/30/23

Out of County

- [VAST](#) - Dublin/Pleasanton/Livermore/Sunol
- [RYDE](#) - Santa Clara County
- [Mobility Matters](#) - Contra Costa County
- [H.O.P](#) - Hayward, Castro Valley, San Lorenzo, on-demand transportation thru taxi service
- <https://gogograndparent.com/>Gogograndparent - Check website for service location, on-demand transportation thru taxi service

For more information visit [211](#)

[Link to other org spreadsheet of NEMT / Transportation](#) (*not managed / updated by CIL)

Other transportation Resources (non-medical)

- [CalWORKs Welfare-to-Work Transportation Services\(WTW\)](#)
- [Wheelchair Accessible Van Rentals](#)