www.thecil.org P: 510-841-4776 updated 9/16/25
3075 Adeline Street, Suite 100, Berkeley, CA 94703 - 1470 Fruitvale Avenue, Oakland, CA 94601

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.

Onward Access for All
Provides same-day wheelchair accessible rides starting at $2. The application takes about five minutes and you will be certified for the program within 48 hours. This program is highly recommended due to its affordability and accessibility.

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

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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