

Provider Bulletin

Molina Healthcare of California

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June 9, 2026

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

Reminder: CBAS Transportation Responsibilities and Appropriate Use of Molina Transportation Vendor

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:

MHC is issuing this reminder to clarify transportation responsibilities for CBAS providers and the appropriate use of Molina's transportation vendor.

CBAS Center Transportation Responsibilities

Dear Plan Provider,

This serves as a friendly reminder that CBAS providers are responsible for ensuring that enrolled members have transportation to and from the CBAS center for the receipt of CBAS services.

As outlined in the CBAS Toolkit: molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/CBAS-Toolkit.pdf

- CBAS centers are expected to coordinate and provide transportation for members attending CBAS services
- This responsibility is part of delivering comprehensive CBAS care to members

Additionally, during the authorization process:

- The selected CBAS center must be located within the member's service area as the center will be responsible for transportation to and from the facility

Provider Action

Use of Molina Transportation Vendor

CBAS providers should not use Molina's transportation vendor for routine transportation to and from the CBAS center.

Molina's transportation vendor (American Logistics) is intended for medical appointment transportation only, including:

- Transportation to and from physician visits
- Other covered medical appointments requiring Non-Emergency Medical Transportation (NEMT) or Non-Medical Transportation (NMT)

CBAS providers may assist members in scheduling transportation through Molina's vendor only when coordinating transportation to or from a doctor or other eligible medical appointment.



What if you need assistance?

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

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California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
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Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.