

Non-emergency
transport services through



Trio HMO members who have a serious illness can access non-emergency medical transportation through Call the Car.

The program – available to eligible members at no additional cost – can be used to get to and from:



Medical appointments



Dialysis centers



Other healthcare facilities
as needed

Call the Car's modern fleet of vehicles is wheelchair and gurney accessible. Medical escorts offer "door-through-door" assistance – helping you from your home and into your location.

How it works

A Blue Shield Case Manager will determine if you are eligible for the program and, if so, will authorize transportation support for you. Call the Car will then work with you to arrange transportation support at your convenience.

To find out if you are eligible for the Call the Car program or to get more information, please call Shield Concierge at the number listed on your Blue Shield member ID card.