



Routine medical transportation is a benefit of the members enrolled in select plans. It is designed to help the member get to his or her health care visits, including:

- Medical or dental appointments
- Ongoing care, such as dialysis

LogistiCare has been selected to provide this benefit to you.

## How to Access Routine Medical Transportation

# LogistiCare®

LogistiCare Solutions LLC  
[www.LogistiCare.com](http://www.LogistiCare.com)

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# LogistiCare®

## Routine Transportation

Depending on your location and condition, types of transportation scheduled can be:

- Car, van, taxi
- Wheelchair vehicle
- Mileage reimbursement
- Mass Transit

If you have a medical emergency, please call 911 right away.

**Cost:** There is no additional cost for this service.

**Hours of Operation:** Reservations need to be made Monday-Friday, from 8 a.m. to 5 p.m. Eastern Standard Time.

**When To Call:** Please call at least 3 days in advance but no more than 30 days before your appointment to make a reservation.

**Locations:** Transportation can be to any facility that offers health care services covered under your health plan.

### Please have the following information available when making a reservation:

- *Member's health plan ID number*
- *Name and address of medical facility*
- *Appointment day and time*
- *Pick-up time and location*

## To Make a Reservation Call

**1-866-823-8349**

Use this number for reservations to and from a facility.

## Transportation Help Line

**1-866-823-8350**

Use this number for assistance if your transportation is late arriving or to schedule a ride from a facility.

## Hearing-Impaired Members

**Call TTY 1-866-288-3133**

## Program Rules

**Additional Passengers:** One additional passenger is allowed.

**Wheelchairs:** These items must be supplied by the member.

**Trip Limits:** There is no limit to the number of trips you can take. As a reminder only trips to medical/dental appointments are covered under this benefit.

**Curb to curb service:** Drivers are not allowed to enter a member's home or medical facility.

**Wait Time:** Drivers are only required to wait 10 minutes past the scheduled pick up time. Please be ready.

## Frequently Asked Questions

### What if my appointment is cancelled or rescheduled?

Please call immediately and let LogistiCare know the change in your schedule, ideally at least one hour before your scheduled pick up time. Your courtesy allows us to better serve other members.

### Is there a mileage limit?

No, there is no mileage limit up to 55 miles.

### Is there a trip limit?

No, there is no limit to the number of trips you can take. As a reminder only trips to medical/dental appointments are covered under this benefit.

### What if I have a complaint?

Please contact the Transportation Help Line at 1-866-823-8350.

### What if I'm unsure of the time of my return trip?

If you are not sure when you will be finished with your appointment, please call the Transportation Help Line at 1-866-823-8350 to make arrangements following your appointment. For hearing impaired members, please call 1-866-288-3133. Please have the address where you need to be picked up available. Transportation will arrive within an hour.

### Who can call to arrange your transportation?

You, a relative, caregiver or medical facility staff member.