

Frequently Asked Questions from Medical Practitioners

How can the Facility Department help?

LogistiCare maintains a Facility Services Department dedicated to handling the non-emergency medical transportation (NEMT) needs of medical practitioners who serve Medicaid members, and certain elderly individuals age 60 years and older, who have no other way to get a ride. Those served may need only one trip a month or multiple trips each week (e.g., transport three days each week to and from dialysis). You can request services for eligible members by phone, fax or online. The phone number dedicated solely for use by healthcare staff is **855-330-9133**. The fax number is **877-601-9858**. The Facility Services website (FSW) is <https://facilityinfo.logisticare.com/rifacility>. You will find instructions and forms for arranging non-emergency medical transportation included on this web site and/or in the answers below.

How much notice is needed to request transportation?

Requests for routine non-urgent NEMT services must be pre-arranged at least **two (2) business days in advance, Monday through Friday, from 9:00 a.m. to 5:00 p.m.** Two (2) business days advance includes the day of the call but not the day of the appointment. For example, call on Monday for an appointment on Wednesday as shown in the chart below. Urgent care transport can be requested 24 by 7. Same day and next day trip requests can be arranged with less than 3 days' notice. All trips requested with less than two (2) business days advance notice will have to be confirmed with the medical practitioner that the member needs to come in today or tomorrow and that the treatment cannot be delayed to another day. Otherwise the appointment will have to be rescheduled.

Two (2) business days' prior notice is required for routine NEMT, not counting the day of the call
Call Monday for transport Wednesday
Call Tuesday for transport Thursday
Call Wednesday for transport Friday, Saturday or Sunday
Call Thursday for transport Monday
Call Friday for transport Tuesday

How much notice is needed to cancel transportation?

Cancellations should be called in 24 hours in advance and, in unforeseen circumstances, 2 or more hours before the scheduled pick-up time.

What happens if a trip is booked and no transportation provider arrives to take the member to the appointment?

LogistiCare maintains a staff to resolve any issues when a transportation provider is late or fails to show at the scheduled time. A dedicated Where's My Ride number **855-330-9132** is available 24 by 7 to find out the status of the ride and resolve issues. The Where's My Ride line is also the number to call if the member is ready to be picked up after treatment or if there is an issue with the member's service, e.g., the driver is late picking up a member.

What happens if no pick-up time is arranged in advance for the member's return ride?

Once their appointment is finished, the member or someone at the medical provider's office can call the **855-330-9132** Where's My Ride number and request that transportation be sent to pick-up the member. A transportation provider will be dispatched and the driver will have 60 minutes to pick-up the member. Alternately the member or the medical practitioner can arrange a return time in advance instead of calling after their appointment.

What if a Facility has an urgent or same day trip?

Urgent/same day trips are booked 24 by 7. All urgent or same day trips will be verified with the physician's office for medical necessity. If it is a case where the trip request was simply not called in timely, then in those cases the appointment should be rescheduled so that transportation can be booked with 2 business days' prior notice.

What are examples of Urgent Trips?

Examples of such trips are doctor appointments deemed urgent by the physician, dialysis, wound care, chemotherapy and radiation.

What if a Facility has an emergency trip?

Emergency ambulance trips are not arranged through LogistiCare. If an emergency ambulance trip is needed, 911 should be called.

What are examples of emergencies when 911 should be called?

Sudden life threatening medical situations, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose and any situation where immediate medical relief or treatment is necessary.

Does LogistiCare handle hospital discharge requests?

No. Hospitals continue to arrange discharges.

How are trips out of state arranged?

Those trips are booked using the same process that's used with other trips, and will be authorized provided the service is Medicaid-covered and no closer, comparable medical practitioner is available.

Is NEMT available for an individual whose eligibility is pending?

No.

Is NEMT available for a member in "spend down" status?

No.

At what levels of service, or modes of transportation, will members travel?

Members who live within ½ mile of their medical practitioner and whose health and mobility are such that the member can safely walk that distance (weather permitting) should walk, and not request NEMT services from LogistiCare. Members who are able to utilize mass transit should take the bus. Overall, six types of NEMT services are available:

1. Bus/Mass Transit

The member lives within ½ mile of a bus stop.

The medical facility is within ½ mile of a bus stop.

The member can safely walk ½ mile and can understand common signs and directions.

2. **Ambulatory**

The member can walk but is unable to take the bus.

3. **Wheelchair**

The member can sit up but cannot walk, uses a wheelchair, and requires a lift-equipped or roll-up wheelchair van and the assistance of trained personnel.

4. **Stretcher**

The member cannot sit up or walk, is confined to bed, cannot sit in a wheelchair and does not require medical attention during transport.

5. **Non-emergency Basic Life Support (BLS) or Advanced Life Support (ALS)**

The member requires non-emergency stretcher transport and medical attention and/or monitoring during transport.

6. **Out-of-State Transport**

Can a member or a health care provider choose the transportation provider?

We will consider their request but cannot guarantee that that provider will be assigned.

The **elderly transportation program** is for individuals age 60 years and older who are **not** on Medicaid, and who are **not** getting transport from the RIPTA Ride Program for those in the Americans with Disabilities Act (ADA) program. The elderly transportation program provides transportation to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program. The program requires a \$2 co-pay to be collected by the driver for each leg, and the \$2 is retained by the transportation provider.

Is the \$2 co-pay required for each trip leg from elderly program riders going to medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program?

Yes.

Is the \$2 co-pay required from Medicaid members going to medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program?

The \$2 co-pay is not required from Medicaid members **except** for trips to and from **meal sites**.

If a \$2 co-pay is required and the rider does not have the \$2 will the driver still transport the elderly program participant to medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program?

No. The \$2 co-pay must be made. \$2 going to the service and \$2 returning from the service.

How can an individual age 60 years and older – individuals who are not on Medicaid or who do not get transport from RIPTA's Ride program for people eligible for ADA transport - request transport to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program?

Healthcare and meal site program staff who want to request transport for elderly program participants should call our facility number **855-330-9133**. To avoid having to call in each and every trip, please consider requesting standing order transport. Individual elderly transport program participants can request transport themselves by calling our member reservation number **855-330-9131** Monday through Friday between 9:00 a.m. and 5:00 p.m. to request transport to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program.

Between what times must appointments occur for individuals in the elderly transportation program?

Transport to **meals programs** must occur so that the pick-up at the residence and the drop-off back at the residence occur between 10:00 a.m. and 2:00 p.m. Monday through Friday, excluding state holidays. This policy does **not** apply to trips to and from dialysis, cancer, adult day care, other medical appointments and services to and from the Insight program. These can occur at any time.

How soon will the driver arrive?

- For urgent care transport within 3 hours from when LogistiCare received the call.
- For routine transports, including standing order trips, pick-up occurs no earlier than 15 minutes before or no more than 15 minutes after the scheduled pick-up time.
- For routine/standing order trips the on-time standard for dropping the member off at the medical practitioner is on time or early, but not more than 30 minutes early.
- If the member says he/she will call for pick-up after the end of the medical appointment, the driver will arrive within 60 minutes of when LogistiCare received the “will call.”

How long will a driver wait for a member at the pick-up location?

10 minutes.

Can reservations be scheduled for unaccompanied minors?

Yes but members **17 years of age or younger** must be accompanied by the parent, foster parent, caretaker or legal guardian.

What is Standing Order transport?

It is regularly reoccurring transportation for those members who need transport 3 or more days per week for 3 or more month’s duration, e.g., a Monday, Wednesday and Friday dialysis patient. To eliminate the need to request transport for every one of those appointment, a standing order process and has been created. This allows a facility to arrange 3 month’s worth of trips simply by filling out and faxing in the standing order form, or by completing an online request. At the end of those 3 months our Facility Department will call to ask if the trip continues to be necessary. The facility does not have to submit a new standing order form unless the member’s mobility has changed.

Who fills out the Standing Order Request Form?

Social workers, case managers or other licensed/certified medical professionals. If a member requests standing order transport we will enter one week’s worth of trips then immediately contact the social worker or case manager to secure a Standing Order for the member.

How can I get a Standing Order Request Form?

A copy of the Standing Order Request Form is located on this web site and can be downloaded for your convenience. Alternately, our Facility Dept. staff can fax the form to you.

What fax number do I use to fax in the completed Standing Order Request Form?

877-601-9858

How can I update an existing Standing Order?

Call the Facility Dept. at **855-330-9133** or do it online.

Under what circumstances would a request for NEMT be denied?

If a request for NEMT falls under one or more of the denial criteria listed below, then LogistiCare must deny the request:

- The Member is not eligible for NEMT Services on the date of service.
- The Member does not have a medical need that requires NEMT Services.
- The medical service for which NEMT Service is requested is not a covered medical service.
- The member has access to available personal transportation that he/she regularly uses to go shopping visit friends, etc.
- Transportation to the medical service for which NEMT service is requested is covered under another program.
- The trip was not requested timely and the request cannot be accommodated because of this.
- Additional documentation was requested and was not received timely.
- The Member refuses the appropriate mode of transportation.
- The Member refuses to cooperate in determining status of Medicaid eligibility.

Can a member be transported to a medical practitioner that is not enrolled with Rhode Island Medicaid?

No.

Can a member go to the Medicaid-enrolled medical provider of their choice?

Yes that is an option for the member.

Our program serves some overweight patients, and no provider will transport them. What do I do?

Call LogistiCare. We will locate a provider with the correct equipment to transport your patient. Since this may require more time to locate a provider with the proper equipment, please call us with as much advance notice as possible.

If I need to send a hospital patient to another facility for treatment, and then return them to their bed, will I arrange this through LogistiCare?

No because for Diagnosis Related Group patients hospital-to-hospital transport is not covered.

Are individuals with developmental disabilities that are on Medicaid and attend day programs and work sites provided by a Medicaid provider eligible for transportation?

Those individuals are eligible for NEMT to medical services, but not to day programs and work sites. Specifically, individuals with developmental disabilities who are on Medicaid are currently funded through the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals for transport to day programs and work sites. For non-emergency **medical** treatment individuals with developmental disabilities who are on Medicaid can access this transport through LogistiCare.

Will LogistiCare provide transport to the pharmacy?

Yes

Will you provide transport to the hospital for a parent so the parent can be with his/her hospitalized child during the day?

That type of trip is not a covered service.

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