

Who can get a ride from LogistiCare?

Medicaid members, and certain elderly individuals age 60 years and older with certain priority elderly services destinations, who cannot walk to their medical provider who consequently need a ride there.

Who cannot get a ride through LogistiCare?

1. Members who live within ½ mile of their medical provider and whose health and mobility permit them to walk there.
2. “Spend-down” members who have yet to meet their spend-down requirement.
3. Pending eligible member.
4. Members who request a ride to a medical service that is not covered by Rhode Island Medicaid.
5. Members who request a ride to a medical provider who is not enrolled with Rhode Island Medicaid.
6. Members who do not call LogistiCare two business days in advance to arrange routine transportation.

When does this start?

May 1, 2014

How do I contact LogistiCare to get a ride to a medical appointment?

855-330-9131 is the **reservation** number that members call Monday – Friday 9:00 a.m. to 5:00 p.m. to request NEMT services. Members can start calling on **Thursday, April 17** to get a ride on or after May 1. All routine trips must be pre-arranged at least two (2) business days in advance (*2 days includes the day of the call but not the day of the appointment*). For example, call Monday to request NEMT services on Wednesday. Members can also request transport online at <https://memberinfo.logisticare.com/rimember>

When do I contact LogistiCare?

Requests for routine NEMT services must be pre-arranged with LGTC at least two (2) business days in advance, as shown in the chart below. For example, call Monday to request transportation on Wednesday.

Requests for urgent, same day or next day trips are reserved pending confirmation from the medical provider that the member needs to come in as soon as possible.

Two (2) business days' prior notice is required for routine NEMT, not counting the day of the appointment.
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

What if I cannot take the bus and need a ride in an ambulatory, wheelchair or stretcher vehicle?

Call us at **855-330-9131** and we will ask you some questions that will help us get you the type of vehicle you need.

How can my medical provider contact LogistiCare?

Have your medical practitioner call **855-330-9133** or go online to <https://facilityinfo.logisticare.com/rifacility>.

What do I do if I have an emergency?

Call 911 if you have a medical emergency.

What number do I call if I am deaf or hearing impaired?

866-288-3133

When can I call to ask for a ride?

Monday to Friday between 9:00 a.m. and 5:00 p.m.

How far in advance must I call?

Two days not counting Saturday and Sunday.

Two (2) business days' prior notice is required for routine NEMT, not counting the day of the appointment.
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

Can I call less than two business days' notice?

Yes, but LogistiCare will have to speak to your medical provider. Your medical provider must say that you need to come in today and that your treatment cannot be delayed to another day. Otherwise you will have to reschedule your appointment.

When can I or my medical practitioner begin to call to request a ride for May 1 and beyond?

April 17

The driver knows when to come get me. Do I still need to contact LogistiCare?

Yes.

What kind of ride will I get?

1. Bus if:

- You live within ½ mile of a bus stop
- Your medical facility is within ½ mile of a bus stop
- You can walk ½ mile
- You understand common signs and directions

2. Ambulatory if:

You can't take the bus or walk

3. Wheelchair if:

You are confined to a wheelchair and require a lift-equipped or roll-up wheelchair van and the assistance of trained personnel. This includes ADA-compliant scooters which can be secured to the floor of the vehicle.

4. Stretcher if:

You cannot walk, are confined to bed, cannot sit up or sit in a wheelchair but you do not require medical attention during transport.

5. Non-emergency BLS or ALS if:

You cannot walk, are confined to bed, cannot sit up or sit in a wheelchair and you require medical attention and/or monitoring during transport.

What information do I need when I call or go online to request a ride from LogistiCare?

You need your Medicaid ID number. You will need the name, address, zip code and telephone number of your medical practitioner. You will need the street address and the telephone number where you want to be picked up. You will also

need the date and time of your appointment, any special needs you have and the general reason for the appointment (doctor's visit, check-up, eye appointment, etc.)

Who can contact LogistiCare to request a ride for me?

You, a family member, the person who takes care of you or your medical provider.

How do I get rides that I need on a regular schedule like for dialysis?

You or your medical practitioner should contact LogistiCare. LogistiCare will contact your medical practitioner and ask them to make all of the trip reservations for you. LogistiCare will make sure that you get rides until you or your medical practitioner says that you don't need them anymore.

What if my ride is late?

If your ride is more than 15 minutes late call the "Where's My Ride" line **855-330-9132**. LogistiCare will send another vehicle to get you if necessary.

Can I call if I need assistance after 5:00 p.m. or on the weekend?

Yes, you can call the "Where's My Ride" line at **855-330-9132** 24 by 7.

Do I have to sign anything?

Yes. You have to sign the driver's log after you have been transported.

What if I want to complain about my ride or another part of the service?

If you have a problem with your ride or service, call the "Where's My Ride" line at **855-330-9132**.

What if I was denied a ride?

You have the right to appeal denials of rides by LogistiCare. Following the completion of LogistiCare's complaint process, all members have a right to request a State Fair Hearing.

What is a Fair Hearing?

A Fair Hearing is a chance for you to tell an Administrative Law Judge why you think LogistiCare's decision is wrong.

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 serve elderly program participants can call our facility department to request transport for you. Or you can request transport yourself. 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.