

MEDICAID ALERT

December 28, 2012

Medicaid Transportation Management for Mainstream
Medicaid Managed Care Enrollees

Effective January 1, 2013, non emergency medical transportation services (NEMT) are being carved out of the benefit package for mainstream managed care plans and HIV Special Needs plans (SNPs) in New York City. These services will be handled by New York State's contracted vendor, LogistiCare. LogistiCare already manages non emergency medical transportation services for Medicaid fee-for-service clients in New York City.

The following procedures apply only to mainstream managed care plans and HIV Special Needs plans in NYC. Dual eligible (Medicare and Medicaid) consumers enrolled in either a Managed Long Term Care plan (partial cap, PACE, Medicaid Advantage Plus) or a Medicaid Advantage plan will continue to receive their non emergency medical transportation through their plan.

All trips must be pre-arranged by an enrollee or medical practitioner and confirmed by LogistiCare.

Consumers who are not able to utilize mass transit must ask their medical practitioner to request their transportation from LogistiCare for the first trip. Trip requests for a mode of transportation other than mass transit require that the medical practitioners fill out and sign a Medicaid Necessity Form (MNF). If a medical practitioner has previously requested transportation for an enrollee and has already filled out the MNF, and the medical needs of the enrollee have not changed, then the enrollee may book the ride themselves with LogistiCare.

Consumers using public transportation and visiting a provider who participates in the Public Transportation Automated Reimbursement System (PTAR) will continue to receive their Metrocards directly from the medical facility (PTAR participating providers are those who dispense Metrocards at their medical site). Consumers using public transportation to other providers should call LogistiCare's Reservation Line 3 days in advance. They should have available their Client Identification Number (CIN), date of appointment and provider name. LogistiCare will mail out a Metrocard to the consumer.

LogistiCare has a dedicated **reservation number** for enrollees and their caregivers. This number is available to request NEMT services Monday – Friday 7 a.m. to 6 p.m. There is also a reservation

number for **deaf and hearing impaired**. The **“Where’s My Ride?”** number is for enrollees *or their families or caregivers* to call when the enrollee is ready be picked up or if there is a service issue or complaint. These telephone numbers appear in the table below.

LogistiCare Phone Numbers	
Reservation number	(877) 564-5922
Deaf and hearing impaired	(866) 288-3133
Where is my ride	(877) 564-5923
Hospital Discharges	(877) 564-5926

Requests for routine NEMT services must be pre-arranged with LogistiCare at least 3 days in advance. Requests for urgent care trips for same day or next day medical care will be reserved pending confirmation from the medical provider that the enrollee needs to come in that quickly. Managed care enrollees can request transportation services for medical appointments on or after January 1, 2013 now.

More detailed information for enrollees, medical practitioners, and transportation providers is available online at www.NYCMedicaidRide.net.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF