

Transportation Member Scenarios

Now that transportation is off Prior Authorization, members are calling directly to LogistiCare to schedule their rides.

There are two scenarios where LogistiCare will be contacting the Tufts Health Plan SCO Care Management line regarding member ride requests.

The two scenarios are when a member requests:

- Trips that are greater than 50 miles each way
- Rides to non-medical locations or appointments

When LogistiCare contacts the Tufts Health Plan SCO Care Management line in either of these cases, the Tufts Health Plan SCO Care Management admin team will outreach to the member's care Manager (except for level 2 members) via phone and task in CaseTrakker to advise of the member's request.

For Level 2 members, the Admin team will send a task and also an email to the SCO Clinical Consultant. The Admin team will not be contacting the primary owners of Level 2 members in either of the two scenarios.

Regardless of the scenario, LogistiCare will be expecting a response by the end of day. So, admins would need to know from the care manager/clinical consultant whether to advise LogistiCare to book the ride or not. If the care manager/clinical consultant disagrees with the request for transportation, this would need to be messaged to the member by them and an organization determination (OD) offered. If the care manager/clinical consultant agrees, they would respond to the admin so the admin can inform LogistiCare.

Please let me know if you have any questions.

Thanks,

Damien