

Sent Nov 11, 2014



Transportation Request

Please remind members that transportation request that are less than **3 business days** prior to actual medical appointment will **NOT** be scheduled, unless the trip request is considered **URGENT**.

Urgent trip request are:

- Hospital discharges
- Follow-up appointments
- Pre-operative appointments
- Admissions to nursing homes or hospitals
- Out-patient surgery
- Appointments for new medical conditions where the recipient must be seen immediately
- Dialysis related appointments

Members should always be reminded by their Care Managers to call to schedule transportation as far in advance as possible allowing at least 3 business days before their scheduled appointment or transportation cannot be secured if the request is not considered urgent.

Example A:

If a member calls on a Monday for transportation on the following Tuesday, because this is less than three full business days, the trip cannot be scheduled. The member will need to reschedule their medical appointment for another time.

Example B:

If a member calls on a Friday to schedule transportation for Tuesday, because the request is less than three full business days (including Friday, the date of the request), the trip will not be scheduled. But, if the request were initiated on a Thursday for transportation on Tuesday, the ride could then be scheduled.

Care Managers: please remind members to call the **Where's My Ride** number at **855-251-7093** in situations where their transportation has not arrived or to make changes to trip request for which they have a confirmation number.

Care Coordinators: please remember that all Urgent Trip Request are to be phoned directly to **LogistiCare** at **866-383-4153**.