



## Tuesday Tip - Door thru Door Transport

### Can Logisticare assist a member into their home?

**Answer:** This is called **door thru door transport**. LogistiCare can do this but they will need to make a special note for the trip so they can communicate the request directly to the actual transportation vendor. It is not something they do often.

Door thru door transport is always the procedure used for members needing a stretcher. But, for those who are ambulatory or use a wheelchair, the driver would only assist them through the door and then leave them inside. LogistiCare drivers would not assist getting a member into bed or anything further than the door if they were ambulatory or used a wheelchair.

The best way to coordinate door thru door transport would be to reach out to Jaime Moody ([jaime.moody@logisticare.com](mailto:jaime.moody@logisticare.com)), who is a LogistiCare supervisor and cc. Nikki Muise ([nikki.muise@logisticare.com](mailto:nikki.muise@logisticare.com)). They will work with the LogitiCare router to be certain this member's needs are met.