

RIDE ASSIST

Region 1 - Norton
1-866-246-9979

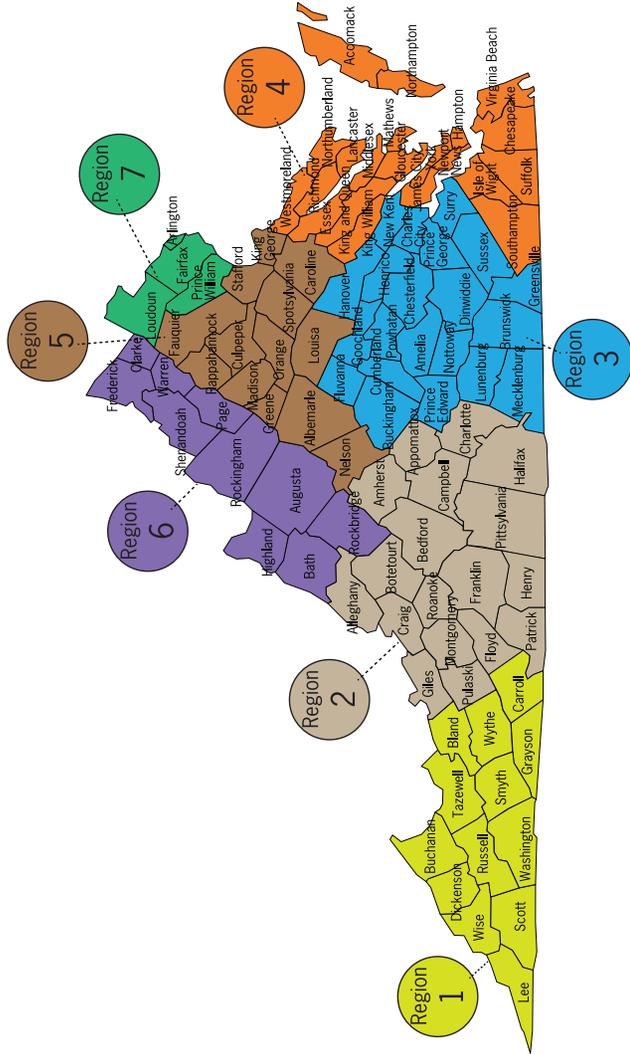
Region 2 - Forest
1-866-586-0255

Region 3 - Richmond
1-800-742-9758

Region 4 - Norfolk
1-866-966-3326

Region 5/6 - Charlottesville
1-866-973-3310

Region 7 - Herndon
1-866-707-3761



How to Access Non-Emergency Medical Transportation (NEMT)

for
Virginia Medicaid Members

LogistiCare®

LogistiCare Solutions, LLC
5651 S Laburnum Ave
Richmond, VA 23231

www.logisticare.com

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control code

LogistiCare®

Non-Emergency Medical Transportation (NEMT)

The type of transportation available to members will depend on their location and condition, but may include:

- Public Transit
- Volunteer Driver
- Gas reimbursement
- Car, van, taxi
- Wheelchair
- Stretcher van
- Ambulance

To make a reservation
call **1-866-386-8331**

or go online

<https://member.logisticare.com/>

Reservation Requirements:

- Member ID #
- Pickup Address
- Destination Address
- Date and Time of Appointment
- Return Time (if known)

Frequently Asked Questions

What are the requirements to receive non-emergency medical transportation (NEMT)? Transportation is for Medicaid members who have no other means of transportation to a Medicaid paid service. In case of a life-threatening emergency, call 911.

How should I make a reservation?

Go online to

<https://member.logisticare.com> or call the LogistiCare reservation line at 1-866-386-8331 at least 5 business days prior to the scheduled medical appointment. (Verifiable urgent trips, like a follow-up appointment or a sudden illness, require less than 5 business days' notice.) Please have your Medicaid ID number and appointment time ready.

How is the type of transport determined? LogistiCare will ask you about your health condition and physical limitations in determining the most appropriate type of transportation.

Can members request a specific company to transport them? Yes, however LogistiCare cannot guarantee the request will be accommodated.

Who can call for transportation?

Transportation can be arranged by you, your representatives such as family, friends, case manager or your doctor's office, etc.

What if I have a complaint about a transportation service?

For questions or concerns, please call your region's "Ride Assist" line and speak with a customer service representative.

Members Who are Deaf Dial 7-1-1 or Use Your Preferred Relay Service to Reach Us at 1-866-386-8331 TTY 1-866-288-3133

Ride Assist

If your ride is still not there by 15 minutes after your scheduled pick-up time, please call your region's "Ride Assist" line.