Non-Emergency Medicaid Transportation (NEMT) for Virginia Fee For Service (FFS) Medicaid Members

LogistiCare®

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What is LogistiCare

LogistiCare is a transportation coordinating company contracted with the Virginia Department of Medical Assistance Services (DMAS) to manage Non-Emergency Medical Transportation (NEMT) services.

Non-Emergency Medical Transportation (NEMT)

Non-Emergency Medicaid Transportation (NEMT) is transportation of a Medicaid member to a non-emergency Medicaid-covered service. NEMT is not transportation where emergency services are required. Members should dial 9-1-1 if immediate response is needed for emergencies or worsening conditions that threaten life or limb.

What LogistiCare Does

LogistiCare is responsible for managing every aspect of transportation on behalf of DMAS. LogistiCare is not a transportation company and we do not own or operate vehicles. LogistiCare arranges and manages comprehensive transportation networks to provide transportation for eligible Medicaid members.

What Type of Services Does LogistiCare Provide

LogistiCare offers the following services for Virginia Medicaid members:

Transportation

- o LogistiCare will arrange the most appropriate type of transportation to and from Medicaid-covered services. For more information about arranging transportation, please refer to *Required Information for Scheduling* on page 5.

Mileage Reimbursement Program

- o If a friend or neighbor is willing to drive you, LogistiCare offers mileage reimbursement for transportation to and from Medicaid-covered services. For more information about scheduling mileage reimbursement, please refer to *Mileage Reimbursement Program* on page 6.

Public Transit

- o If a member lives near a bus line, LogistiCare can send bus tickets or tokens for them to ride public transportation to their Medicaid-covered services. In order to receive public transportation, please request public transit when scheduling transportation.

Types of Transportation LogistiCare Manages

LogistiCare provides the following levels of service for Medicaid Members:

- Ambulatory (Taxi)
- Wheelchair (for members who are mobility dependent on a wheelchair and are unable to stand, pivot, and transfer from the wheelchair into a vehicle)
- Van-Stretcher (For members who require transportation lying down but do not require any type of medical monitoring.)
- Stretcher (Ambulance)

How to Access LogistiCare Services

Below are instructions on how to contact LogistiCare to schedule a reservation:

Member Services Website

A member services website is available that allows members to request a transportation reservation, ask a question or file a complaint. The website also contains commonly used forms and documents, frequently asked questions, as well as information on NEMT services. To access LogistiCare's Member Services Website go to
http://transportation.dmas.virginia.gov.

Telephone

LogistiCare is available for members to schedule routine reservations toll-free by calling the number below. Routine reservations are taken Monday through Friday between the hours of 6:00 AM to 8:00 PM. LogistiCare is available 24 hours a day, 7 days a week to schedule urgent reservations.

(866) 386-8331

Scheduling Requirements

- Routine appointments require a 5 business day notice
- Urgent Trips (including urgent care visits) do not require the 5 business day notice, however, should be called in as soon as possible
- Member ID Number
- Member's date of birth
- Full physical street address and phone number for pick-up location
- Full physical street address and phone number for drop-off location
- Date and time of appointment

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- Return time (time to be picked up from appointment location)
- Name of the doctor or department the member will be seeing
- Treatment reason

Mileage Reimbursement Program

LogistiCare will pay mileage reimbursement to a Medicaid member's friend, relative, or guardian. To receive mileage reimbursement the following steps must be completed:

- Call the reservation line, **(866) 386-8331**, prior to the appointment (a 5 business day notice is NOT required).
- Provide the *Required Information for Scheduling* located on page 5.
- Provide the driver's name, telephone number, and mailing address.
- Complete a Mileage Reimbursement Form in its entirety. This form must be taken with the member to the appointment and signed by the treating facility.
- The Mileage Reimbursement Form is available on our Member Services Website (http://transportation.dmas.virginia.gov), by fax or by mail. If requested by mail, please allow enough notice to receive the form.
- Mileage Reimbursement Forms can only be accepted by mail. Please mail the completed form to the following address:

  LogistiCare Solutions, LLC
  Attn: Claims Department
  P.O. Box 248
  Norton, VA 24273

Non-covered Services

Because LogistiCare is contracted solely to arrange transportation to Medicaid-covered services, there are certain services that are not covered for transportation. The following is a list of frequently requested services that are not covered for transportation:

- Abortions (except in those cases where there would be substantial danger to the health or life of the mother or if there are any extenuating circumstances concerning the pregnancy)
- Chiropractic services
- Experimental and investigational procedures
- Fertility services
- Free standing psychiatric hospitals
- Toenail trimmings (only covered for members who are diabetic, have circulatory problems, take blood thinners or have risk of infection. This service is limited to once every two months)

- Routine physicals, or healthy check-ups, for members over age 21
- WIC appointments

For more information regarding services covered by Virginia Medicaid please visit their website at: http://dmasva.dmas.virginia.gov/default.aspx

Denied Services and Appeal Process

While LogistiCare attempts to arrange transportation for each Medicaid member that calls, there are situations where requests for reservations will be denied. Examples of denials are listed below:

- A member cannot or refuses to provide requested information to determine the need for NEMT services
- A member is found to be ineligible for transportation benefits
- A member fails to make a reservation for a routine appointment 5 business days in advance (unless they require urgent care)
- A member attempts to schedule a reservation to a service not covered by Medicaid

The following outlines how the denial and appeal process works:

- If a request for transportation is denied for any reason, the requestor is immediately notified.
- Within 2 business days of the denial, a written notice of the denial is mailed. It includes information of the member's right to appeal LogistiCare's decision. The Virginia Medicaid/FAMIS Appeal Request Form is enclosed with the written notification.
- The member must appeal within 30 days of receiving the written denial. Members do not have to use the Virginia Medicaid/FAMIS Appeal Request Form to file an appeal.
- Members are instructed to mail the appeal request to the following address:

  DMAS Appeals Division
  600 Broad Street, Suite 1300
  Richmond, VA 23219

- The Appeals Division will contact the member and handle the appeal. More information is available at http://www.dmas.virginia.gov/app-home.htm or (804) 371-8488.

LogistiCare Responsibilities

LogistiCare is committed to providing excellent customer service. We achieve this by fulfilling the following responsibilities:

- Provide internet access for requests for transportation services at http://transportation.dmas.gov
- Provide toll-free telephone access for requests for transportation services
- Provide 24 hour toll-free access to services for urgent trips on holidays, weekends and after business hours
- Take reservations 5 business days in advance
- Verify member's Medicaid eligibility
- Verify the member's appointment is for a Medicaid-covered service
- Use the most appropriate and cost-effective type of transportation
- Respond to transportation inquiries and requests in a timely manner
- Provide necessary interpreter services for telephone communication
- Document, research and respond to complaints in a timely manner
- Provide adequate notice to members of delays, alternative schedules or alternate pick-up arrangements

DMAS has strict standards that transportation companies and their drivers must meet. A driver providing transportation for Medicaid members must successfully meet the following standards:

- Drug and alcohol testing
- Criminal background check
- Passenger Service and Safety (PASS) training
- Defensive driving
- Valid Virginia driver's license
- DMV records are checked
- Wear a visible nametag and identify themselves
- Basic first aid training
- Proper wheelchair securement training

Important Terms

To provide a better understanding of terms used by LogistiCare, please see below:

- Medicaid – an entitlement program that helps pay for medical care for eligible individuals and families with low incomes and/or limited resources. The Department of Medical Assistance Services (DMAS) is the agency that administers the Medicaid and FAMIS Plus programs in Virginia.

- **Medically Necessary** – services that are reasonable and necessary for the diagnosis and treatment of an illness or injury or to improve the function of a malformed extremity.

- **Trip number or Reservation number** – each reservation scheduled with LogistiCare is given a unique identification number. This is used to quickly access the reservation request in the event the member needs to cancel or make any changes to the reservation. The member will be given this number at the end of each reservation call.

- **Cancellation** – when a member needs to cancel their initial request for transportation. Please provide LogistiCare with at least a 24-hour notice from the scheduled pickup time for all cancellations.

- **Appointment time** – the time that the member is to arrive at his or her appointment for a Medicaid-covered service

- **Pick-up time** – the time that the member is to be picked up from his or her pick-up address to be transported to an appointment for a Medicaid-covered service

- **Return time** – the time that the member will be picked after the appointment is over

- **Will Call** – return trips for members are authorized during the reservation process. However, members may not know an exact return time to schedule their return trip. This is referred to as a "Will Call". Members are required to call LogistiCare's *Ride Assist Line* when they are ready for a return pick-up. Once LogistiCare has been notified that the member is ready to be picked up, the provider then has 45 minutes to return. Please refer to page 13 to determine which *Ride Assist* Line to call.

- **Regional Office** – a local office where LogistiCare assigns the reservation to local transportation providers in the area.

- **Transportation Provider** – a company contracted with LogistiCare to provide transportation for Medicaid members.

- **Department of Social Services (DSS)** – the office of the local social services department serving the locality in which a person resides is responsible for determination of eligibility for medical assistance and the provision of related social services. Local DSS operates under the supervision of the Virginia Department of Social Services.

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-covered service. In case of a life-threatening emergency, call 9-1-1.

How should I make a reservation?
Go online to http://transportation.dmas.virginia.gov or call the LogistiCare reservation line at **(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, may be scheduled

with less than a 5 business days' notice. Please have the information listed under *Required Information for Scheduling* located on page 5 ready when you call.

How is the type of transportation determined?

LogistiCare will ask the member about their health condition and physical limitations in determining the most appropriate type of transportation.

Can members request a specific company to transport them?

A request can be made and will be noted by LogistiCare. However, LogistiCare reserves the right to utilize a different transportation provider consistent with the transportation needs of the member.

Who can call for transportation?

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

What if I have a complaint about a transportation service?

For questions or complaints, please call your region's "Ride Assist" line listed on page 13 and speak with a customer service representative. In addition to the "Ride Assist" line, a complaint form can be found on LogistiCare's Member Services Website at: http://transportation.dmas.virginia.gov.

What should I do when transportation has been scheduled and no transportation provider arrives to transport the member to the medical appointment?

If a member's transportation is more than 15 minutes late for the scheduled pick-up, please call the appropriate "Ride Assist" line located on page 13.

What are the requirements for minors riding alone?

Minors 13 to 17 may travel alone; however, a Consent and Release of Liability Form must be on file. Transporting minors under the age of 13 and without an escort from school to a Medicaid-covered service also requires a Consent and Release of Liability Form.

What is a Volunteer Driver?

LogistiCare coordinates Volunteer Drivers to transport Medicaid members to and from their Medicaid covered service. A Volunteer Driver is someone who is willing to share their time and vehicle to help meet the transportation needs of their community. The Volunteer Driver provides non-emergency Medicaid transportation for local and long distance trips.

What are the requirements to be a Volunteer Driver?

The requirements are:

   a. At least 18 years of age
   b. Current and valid driver's license
   c. Good driving record
   d. Criminal background and drug screen
   e. Liability automobile insurance coverage

    f.   LogistiCare inspected automobile which is safe and in roadworthy condition (vehicle will have a LogistiCare sticker on the passenger side back window)

    g. Passenger Service and Safety Training

    h. First Aid

    i.   Defensive Driving training

        Note: Volunteer Drivers have the same requirements as regular transportation provider's drivers.

Who do I contact to be a Volunteer Driver?

To become a Volunteer Driver you can contact a LogistiCare Volunteer Coordinator at (866) 810-8305 ext. 630.

What is the Mileage Reimbursement program?

Mileage Reimbursement is a program to reimburse a member's friend, neighbor or relative for the miles driven from the member's residence to the Medicaid paid service and the return trip home.

How do I schedule someone to receive mileage reimbursement?

Prior to the appointment date, you will need to call LogistiCare to schedule the transportation. When scheduling mileage reimbursement trips, you will need to provide the information listed under *Mileage Reimbursement Program* on page 6.

How will the mileage reimbursement driver be paid?

In order to be reimbursed, a Mileage Reimbursement Trip Log will need to be completed. The physician's office must sign the trip log. The payee will mail the completed signed trip log to LogistiCare's Claims Department for processing. Members still need to call LogistiCare before the trip(s) is made to get a trip number for the trip log. If a member fails to call in ahead of time he or she will not receive reimbursement.

How do I get a copy of the Mileage Reimbursement Trip Log?

You will find the Mileage reimbursement Trip Log on LogistiCare's Member Services website (http://transportation.dmas.virginia.gov). The form may also be sent by fax or by mail. If requested by mail, please allow enough notice to receive the form. Please make sure and contact LogistiCare before transporting to receive prior approval and trip number for reimbursement.

When will a Mileage Reimbursement trip be paid?

The check will be issued within four (4) weeks after LogistiCare's receipt of the Mileage Reimbursement Form.

If my scheduled Medicaid appointment is near a bus line (Public Transportation), can I take the bus?

Yes, LogistiCare can arrange for bus tickets or tokens to be sent to a member's mailing address.

How do I arrange for Public Transportation?

Call the LogistiCare reservations line at (866) 386-8331 at least 5 business days before the scheduled appointment. This allows for proper delivery of the bus tickets or tokens. Please tell the customer service representative the member will be using public transportation and have the information listed under *Required Information for Scheduling* located on page 5 ready when you call.

Who do I call if I have not received my bus ticket(s) or token(s)?

Please call LogistiCare's Transportation Coordinator at 866-810-8305 Ext. 608.

Is there a Regular Medicaid User's Guide for Medicaid Transportation?

Yes. DMAS has a User's Guide on their website. The User's Guide can be accessed at: http://www.dmas.virginia.gov/downloads/pdfs/tr-UserGuide_MedTransp.pdf

Can I obtain NEMT program information in a non-English Language?

Yes, for assistance please call LogistiCare at (866) 386-8331.

Service Areas

LogistiCare provides service to all Medicaid members throughout the state of Virginia. In order to provide more efficient service to the entire state, LogistiCare has divided the state into seven (7) regions. Please refer to the map and chart below to determine your region.

Cities and Counties By Region

Region 1		Region 2		Region 3		Region 4		Region 5		Region 6		Region 7	
FIPS Code	City/County	FIPS Code	City/County	FIPS Code	City/County	FIPS Code	City/County	FIPS Code	City/County	FIPS Code	City/County	FIPS Code	City/County
021	Bland	005	Alleghany	007	Amelia	001	Accomack	003	Albemarle	015	Augusta	510	Alexandria
052	Bristol	009	Amherst	025	Brunswick	550	Chesapeake	033	Caroline	017	Bath	013	Arlington
027	Buchanan	011	Appomattox	018	Buckingham	057	Essex	540	Charlottesville	530	Buena Vista	610	Falls Church
035	Carroll	515	Bedford City	036	Charles City	620	Franklin City	047	Culpeper	043	Clarke	600	Fairfax City
051	Dickenson	019	Bedford County	041	Chesterfield	073	Gloucester	061	Fauquier	069	Frederick	059	Fairfax County
640	Galax	023	Botetourt	570	Colonial Heights	650	Hampton	065	Fluvanna	660	Harrisonburg	107	Loudoun
077	Grayson	031	Campbell	049	Cumberland	093	Isle of Wright	630	Fredericksburg	091	Highland	683	Manassas City
105	Lee	037	Charlotte	043	Dinwiddie	095	James City County	079	Greene	678	Lexington	685	Manassas Park
720	Norton	560	Clifton Forge	595	Emporia	097	King and Queen	099	King George	139	Page	153	Prince William
167	Russell	580	Covington	075	Goochland	101	King William	109	Louisa	163	Rockbridge		
169	Scott	045	Craig	081	Greensville	107	Lancaster	113	Madison	165	Rockingham		
173	Smyth	590	Danville	085	Hanover	115	Mathews	125	Nelson	171	Shenandoah		
185	Tazewell	063	Floyd	087	Henrico	119	Middlesex	137	Orange	790	Staunton		
191	Washington			670	Hopewell	700	Newport News	157	Rappahannock	187	Warren		
195	Wise			011	Lunenburg	710	Norfolk	177	Spotsylvania	820	Waynesboro		
197	Wythe			117	Mecklenburg	131	Northampton	179	Stafford	840	Winchester		
				127	New Kent	133	Northumberland						
				135	Nottoway	735	Poquoson						
				730	Petersburg	740	Portsmouth						
				145	Powhatan	159	Richmond County						
				147	Prince Edward	175	Southampton						
				149	Prince George	800	Suffolk						
				760	Richmond	810	Virginia Beach						
				181	Surry	193	Westmoreland						
				183	Sussex	830	Williamsburg						
						199	York						

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

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