

## Need a ride?

- If you have no other way to get to your Medicaid covered services, you can call LogistiCare at (855)-563-4403
- If you can use a bus and live in the UTA or Cedar Area Transportation service areas; Contact your DWS eligibility worker to request a free bus pass to get to your appointments for Medicaid covered services.
- Call at least 3 business days before your health-care appointment to set up a ride.
- If you have a medical emergency, call 911 immediately.
- There is no cost for this service.
- If your doctor verifies you have an urgent need, the advanced scheduling is not required for a ride. Urgent trips include hospital discharges.

Find out more online at:

[www.logisticare.com](http://www.logisticare.com)

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## How to Set Up Rides for the Utah Medicaid Services Program

### Please be ready with these facts when you call to set up a ride:

- Name and birth date of the person who is Scheduled for a Medicaid covered service
- Medicaid ID of above person
- Address and phone number of where picked up will be made
- Name, address and phone number of Medicaid medical provider being seen
- Date and time of the appointment
- Will an attendant be riding also?
- Can the patient walk unaided? If not, what type of aid will be used?

## Your Rights and Responsibilities

### You have a right to...

- Courteous and respectful service.
- A safe ride that meets your needs if you have no other way to get there.
- On-time pickup and delivery to your Medicaid covered services.
- A way to let us know when things don't go right.

### You are responsible for...

- Calling us at least 3 business days before your scheduled appointment.
- Asking for a ride to a Medicaid provider.
- Being ready to go at least 15 minutes before the scheduled pick-up time.
- Making sure you bring any necessary equipment you might need, such as a wheelchair or a car seat for a child.

## Remember

Trips *must* be medically necessary and be scheduled with a Provider that accepts Medicaid or the Dental or Health Plan you are enrolled in when the service is provided.

Mental Health appointments require transportation to be provided by the Mental Health Plan listed on your Medicaid Card. If no plan is listed, LogistiCare will provide transportation to eligible covered services.

Drivers are only required to wait 15 minutes past the set pick-up time. Please be ready when your ride arrives to pick you up.

If you have been waiting for more than 15 minutes past your scheduled pickup time, call LogistiCare's *Where's My Ride* Line at **1-855-563-4404**

## To Set Up a Ride, Call

**1-855-563-4403**

Monday – Friday

8:30 a.m. to 5:30 p.m.

Call at least 3 business days before your appointment to set up the ride.

## Speech or Hearing Disability

Call TTY **1-866-288-3133**

## Where's My Ride

**1-855-563-4404**

Call if your ride is more than 15 minutes past the scheduled pickup time or when you are ready to return home from your medical appointment.

### Service for eligible Medicaid members who reside in the entire state of Utah

If your appointment for Medicaid covered services changes or cancels, please call us as soon as you can but *at least two hours* before the time you are to be picked up. Your courtesy allows us to better serve others.

## Common Questions

### Who is eligible?

Non-emergency medical transportation is available if:

- Rider is currently eligible for Traditional Medicaid services and
- Rider does not have transportation to get Medicaid covered services and
- Rider cannot use bus or para-transit services due to a medical condition or these services are not available in your area

### What will I need to tell you when I call to set up a ride?

- Members name, birth date and Medicaid ID
- Address and phone number of the place where pickup will be made
- Name, address and phone number of the Medicaid provider being seen
- Date and time of your appointment
- General reason for the appointment

If you do not have all of these facts when you call, you may not be able to set up your ride and will have to call us back.

At the end of the call, LogistiCare will give you a confirmation number for your ride and tell you the time your ride will pick you up.

**What if I'm not sure about when I'll need to come back home?** You can call our Where's My Ride line when you are finished with your appointment and a ride will pick you up within one hour in urban areas; two hours in rural areas.

**What if I have a complaint?** If something doesn't go right, you may call our Where's My Ride Line at 1-855-563-4404.

**What if I call for a ride and you turn me down?** You will be told why you were denied a ride and you will be sent a denial letter with details and instructions on how to appeal the decision.