



October 1, 2009

Dear AmeriChoice Provider:

We are pleased to inform you that effective November 1, 2009, AmeriChoice by UnitedHealthcare has received regulatory approval to use LogistiCare, the nation's leading manager of non-emergency medical transportation, to coordinate transportation for our members in New York City (Brooklyn, Manhattan, Queens, Staten Island, and the Bronx) as well as Nassau, Suffolk and Onondaga counties. Prior to this arrangement, AmeriChoice coordinated transportation for eligible members.

Effective November 1, all non-emergency transportation services for our members with transportation benefits must be pre-arranged through LogistiCare. LogistiCare maintains a network of transportation providers that provide transportation services and will supply Metro Cards for members using public transportation.

By this letter, we are introducing LogistiCare to our facilities whose patients may need transportation services and may need to interact with LogistiCare. In the coming weeks, LogistiCare will distribute information to facilities and begin compiling the information needed to pre-load beneficiary trip information into its reservation system. Your facility may be asked to provide or confirm trip reservation details.

As part of the contract agreement with AmeriChoice, LogistiCare is a HIPAA Business Associate of ours and is authorized to receive client private health information. We request that you assist in the implementation of this program and release requested information to LogistiCare. Your cooperation and timely assistance will help to ensure that your patients arrive to their scheduled appointments safely and on time.

Very truly yours,

Lili Brillstein
Vice President,
Provider Relations & Network Management