

Contact Us:



LOGISTICARE RESERVATIONS

1-866-527-9933

LOGISTICARE

“RIDE ASSIST”

1-866-527-9934

COMPLAINT HOTLINE

1-866-333-1735

FREQUENTLY ASKED QUESTIONS:

Q. What services are provided by LogistiCare?

A. LogistiCare coordinates Non-Emergency Transportation to covered medical services. LogistiCare coordinates livery service (Curb to Curb), mobility assistance service (including wheelchair) and non-emergency ambulance services. Driver of livery vehicles will meet the client at the curb. Drivers of mobility assistance vehicles will assist clients into and out of buildings or residences.

Q. How do I arrange transportation?

A. You should call LogistiCare at least two business days prior to 2:00pm before your appointment by calling 1-866-527-9933, M-F, 8:00 am to 4:30 pm

© 2014 by LogistiCare
All Rights Reserved

LogistiCare®

New Jersey Client Brochure



HOW TO ACCESS NON-EMERGENCY
MEDICAL TRANSPORTATION (NEMT)
FOR NEW JERSEY MEDICAID MEMBERS



ACCESSING NEMT TRANSPORTATION:

LogistiCare manages non-emergency transportation services for New Jersey residents that are insured through Medicaid. LogistiCare manages the following level of services/modes of transportation in all counties throughout the State for all eligible Medicaid clients:

- Ambulatory (curb to curb)
- Ambulatory/MAV (door through door)
- Wheelchair/MAV
- Basic Life Support (Stretcher)
- Mass Transit
- Mileage Reimbursement (pays .50 cents per mile traveled)

All trips must be scheduled with LogistiCare. Our notification policy is to provide at minimum 2 business days prior to 2:00pm. All trips must be pre-arranged and confirmed by LogistiCare.

LogistiCare Reservation line:
1-866-527-9933

The hours of operations to schedule standard reservation are 8:00 am to 4:30 pm however; live staff is available 24 hours, 7 days, and 365 days a year for urgent trips.

REMEMBER:

- Trips must be medically necessary. (Ex. Doctor Appointments, dialysis treatment, etc.)
- Verifiable urgent trips may be accepted with less than 2 business days' notice however, we cannot guarantee transportation.
Examples of urgent trips are hospital discharges or doctor appointments deemed urgent by the physician.
- Emergency ambulance transportation is not a covered service through Logisticare. (Examples of emergencies are sudden life threatening medical situations, trauma, uncontrolled bleeding, seizures, comas or shock)
- Examples of non-emergency ambulance transport are clients who are bed bound or clients that are unable to sit by any other means that could be detrimental to the client's health.
- Do not tip the drivers.
- Wear a seat belt at all times.

PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

- Client's Full name, Date of Birth, pick up address including zip code and telephone number
- Name, address, suite number, zip code and direct telephone number of the medical provider
- Appointment date and time
- For security purposes and to protect the PHI, the client, the doctor's office or the person who scheduled the appointment are only allowed to make any changes or obtain

Q. What if transportation is late?

A. Please contact LogistiCare "Ride Assist" line at 1-866-527-9934

Q. What if the client's appointment is running late and he/she will be late for the scheduled pick-up?

A. Please contact LogistiCare "Ride Assist" line at 1-866-527-9934 and inform the staff about the delay or change in pick up time so that the transportation provider can be contacted.

Q. What if I have a problem with the transportation service?

A. If you have a problem or question about the transportation service beyond a specific inquiry about a late pick-up, please contact "Ride Assist" at 1-866-527-9934 to file a formal complaint.