

A large, decorative graphic consisting of several overlapping, curved bands in various shades of blue, ranging from a deep navy to a light sky blue. The bands curve from the top left towards the bottom right, creating a sense of motion and depth. The background is white, and the graphic is partially cut off by the right edge of the page.

**modivcare™**

FORMERLY LOGISTICARE

# LogistiCare is Now ModivCare

LogistiCare Solutions, LLC, the nation's largest provider of non-emergency medical transportation (NEMT), has been renamed ModivCare Solutions, LLC. Effective January 7, 2021.

*Modiv* is Latin for way, and reflects the Company's desire to lead innovation and change in terms of how people connect to care.

The new name represents the full capabilities of the combined organization's focus on providing technology-enabled supportive care solutions that address the social determinants of health (SDoH) specifically to elevate patient experience and drive positive health outcomes.

# Making a Reservation for Transportation Service

## Contact Numbers

- DMAS Reservation at **1-866-386-8331**
- Aetna CCC Plus Reservation Line at **1-800-734-0430 Option 1**
- United Health Care CCC Plus at **1-844-604-2078**

## Online Recourses

- <https://modivcare.com>
- LogistiCare Trip Manager

## Information Needed for the Member

- Medicaid ID number
- Name and DOB
- Appointment date, time and a return pick up time if known
- Pick-Up Address and Phone Number
- Treating Facility Drop-Off Address (to include suite or building #) and Phone Number
- Required level of service (Ambulatory, Wheelchair, Van Stretcher, Stretcher)
- Level of Assistance (Curb to Curb, Door to Door, Hand to Hand)
- Treatment Type (i.e., specialist visit, day support, pharmacy)

# Reservation Notice Requirements

## Urgent Trips

- No advanced notice required for all health plans
- Requires verification of urgency from the treatment facility (life sustaining excluded)
- Examples of urgent trips:
  - Life sustaining (Dialysis, Chemo, Radiation)
  - COVID-19 Vaccinations
  - Hospital Discharges
  - Sick visits
  - Follow up appointments

## Routine Trips -Advance Notice

5-day advance business notice

- DMAS
- United HealthCare
- Aetna

# Trips For Non-Medical Services

## Non-Medical Trips

MCO Medicaid health plans offer a limited number of trips annually to non-medical facilities. Members can make reservations to go to ...

**Grocery Store**

**Department of Motor Vehicles (DMV)**

**Places of Worship**

**Fitness Centers**

# Level of Service and Level of Assistance

## **Ambulatory (taxi/sedan)**

For Members that can ambulate and safely transfer into the vehicle seat

## **Wheelchair Van**

For Members that need to remain in their wheelchair during the transport

## **Van Stretcher**

For Members that need to be transported laying down

## **Stretcher**

For Members that need to be transported laying down and may need medical treatment administered

## **Curb to Curb**

Driver will assist the Member in and out of the vehicle, but does not walk with the Member to and from the vehicle

## **Hand to Hand**

Driver will assist the Member in and out of the vehicle as well as walk with the Member to and from the entrance of the facility or residence

## **Door to Door**

Driver will assist the Member in and out of the vehicle as well as walk with the Member once the Member has been retrieved or handed off to someone inside the facility or residence

# Durable Medical Equipment

Members are required to provide their own:

- Wheelchair
- Child Safety/Booster Seats
- Any other Durable Medical Equipment

## **Additional Passengers**

- One escort allowed
- One attendant, if medically necessary

# Modes of Transportation

## Mileage Reimbursement

- Member, family member, or friend may be eligible to receive mileage reimbursement via a reloadable MasterCard debit card after the trip is completed and verified.

## Public Transit for members within ¾ mile from the pickup and drop off location

- Bus passes are available to members their additional passenger if needed. A daily or monthly unlimited pass may be provided if the member has qualifying trips and the transit agency offers them. Member must reside within ¾ mile from their pick up and drop off address
- Sedan, Van, Taxi,
- TNC (Lyft)
- Volunteer Drivers
- Wheelchair Van
- Non-Medical Stretcher Van
- Non-emergent Ambulance



# Return Ride

- Schedule a set pickup time for the return home from the medical facility
- Schedule the return home as a “Will Call” and the return time is left open until Ride Assist is contacted to advise the Member is ready to return home
  - Provider has up to 45 minutes from the time of the call to pick up Member
- Call Ride assist to request a return trip or additional information
  - DMAS – **1-866-246-9979**
  - Aetna CCC Plus – **1-800-734-0430 Option 2**
  - United Healthcare CCC Plus – **1-844-604-2078**

# COVID-19 Protocols

- **Adhere to CDC and VHD Guidelines**

- **Face Coverings**

The driver and passengers are required to wear a face covering. Call Ride Assist to report any driver not wearing a mask or face covering.

- **Social Distancing**

Passengers should not be sitting directly next to each other unless they are being picked up from the same residence.

- **Sanitizing**

Transportation providers should be cleaning and sanitizing vehicles after each trip.

# Questions or Concerns with Transportation

- Call Ride Assist with any complaint, concerns or issues regarding your ride
  - DMAS – **1-866-246-9979**
  - Aetna CCC Plus – **1-800-734-0430 Option 2**
  - United Healthcare CCC Plus – **1-844-604-2078**
- Visit [WeCare@LogistiCare.com](mailto:WeCare@LogistiCare.com) to securely submit a complaint, issue or concern

# Best Practices

- Be ready 15 minutes ahead of the pickup time
- Members must be able to hold all items safely on their lap during transport
- Pharmacy trips can be added to trips by calling reservations
- 45 minute window for will call/open ended trips
- Ride time equals drive time and up to 45 additional minutes
- Advise if extra passengers will be accompanying the member when making a reservation
- Call Ride Assist 24 hours before the scheduled pick up or as soon as you know you want to cancel a reservation





# ModivCare

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