

**Spanish** — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002 (V/TTY).

**Russian** — Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002 (V/TTY).

**Hmong** — Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).

**Laotian** — ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາ ໂທສະສັບຫາ 1-800-362-3002 (V/TTY).

**Affected Programs:** BadgerCare Plus, Medicaid

**To:** Members

## Your Non-emergency Medical Transportation Is Now Available Only Through LogistiCare

As of July 1, 2011, you will need to call LogistiCare for all non-emergency medical transportation (rides) to covered appointments if you have no other way to get a ride. Non-emergency rides are rides to a covered service by common carrier, such as public transportation or specialized medical vehicles.

As of June 17, 2011, you must call LogistiCare to schedule rides to appointments on and after July 1, 2011. You will no longer be able to schedule rides through your current transportation provider.

This change in transportation services does NOT affect your eligibility, enrollment or benefits for Wisconsin Medicaid or BadgerCare Plus.

This does not affect emergency ambulance services. You should call 911 if you have an emergency.

If you have no other way to get a ride, members can get a ride through LogistiCare to services covered for the program you are enrolled in such as Wisconsin Medicaid or BadgerCare Plus. If neighbors, friends, relatives, or voluntary

organizations can give you a ride to your appointment, you are not eligible for a ride through LogistiCare.

### Do I Need to Work with LogistiCare to Arrange My Ride?

The information in this *ForwardHealth Member Update* applies to most members enrolled in any of the following:

- Wisconsin Medicaid.
- The BadgerCare Plus Standard Plan.
- The BadgerCare Plus Benchmark Plan.
- Family Planning Only Services.
- Tuberculosis-Related Services-Only Benefit.
- BadgerCare Plus Express Enrollment for Pregnant Women.

This notice does not apply to the following members and you can receive rides as you do now:

- Wisconsin Medicaid or BadgerCare Plus members who are enrolled in an HMO and live in one of the following counties:
  - ✓ Milwaukee.
  - ✓ Waukesha.
  - ✓ Washington.
  - ✓ Ozaukee.

- ✓ Kenosha.
- ✓ Racine.
- Members who live in a nursing home.
- Members enrolled in Family Care.

If you are enrolled in one of the following programs, non-emergency rides are not covered:

- The BadgerCare Plus Core Plan.
- The BadgerCare Plus Basic Plan.
- SeniorCare.

If you are enrolled in the Core Plan or the Basic Plan *and* Family Planning Only Services, you can get a ride only to services covered under Family Planning Only Services.

### **How Do I Schedule a Ride?**

Call LogistiCare at 1-866-907-1493 (or TTY 1-866-288-3133). LogistiCare is open between 7:00 a.m. and 6:00 p.m. Monday through Friday.

You will need to call at least two days before a routine appointment to schedule a ride. If you do not call two days before an appointment, you may have to reschedule your appointment.

If you have an urgent appointment and cannot wait two days to go to an appointment, a ride may be scheduled within three hours.

If you have regularly scheduled appointments three or more times a week, talk with your doctor. Your doctor can work with LogistiCare to schedule your regularly reoccurring rides.

### **What Information Do I Need to Have When I Call for a Ride?**

You should have the following information when you call LogistiCare to request a ride:

- Your name, street address, and telephone number.
- Your ForwardHealth member identification number. (This is the 10-digit number listed on your ForwardHealth Card.)

- The street address and the telephone number where you want to be picked up.
- The name, telephone number, address, and ZIP code of the doctor or other health care provider with whom you have the appointment.
- The date and time of your appointment.
- Any special transportation needs.
- General reason for the appointment (doctor's visit, check-up, eye appointment, etc.)

If you do not have all of this information when you call, you may not be able to schedule your ride and will have to call LogistiCare back.

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

The Attachment of this *Update* has the telephone numbers for LogistiCare.

### **What Do I Need to Know About My Ride to My Appointment?**

On the day of your appointment, you should be ready for your ride at the time LogistiCare told you the ride was coming. If you are more than 10 minutes late, you may miss your ride. If you have been waiting for your ride for more than 15 minutes, you should call LogistiCare's "Where's My Ride" number at 1-866-907-1494 to ask about your ride. You should also call your doctor to let them know you are running late.

You will be asked by the driver to sign a driver log for the trip. Do not sign the driver log for the trip home at this time.

### **What Do I Need to Know About My Ride from My Appointment?**

After your appointment, your ride should arrive within 15 minutes. If you are not sure when your appointment will be over, you can call LogistiCare after the appointment is over and a ride will come to pick you up within one hour.

If you have been waiting for longer than one hour, you should call LogistiCare's "Where's My Ride" number at 1-866-907-1494 to ask about your ride.

You will be asked by the driver to sign a driver log for your trip home.

### **Do I Have a Copayment for Rides?**

If your ride is by special medical vehicle, you will have a \$1.00 copayment, unless you are exempt from copayments. You should not pay for anything else for the ride, such as a tip or gas money.

### **Can I, or My Relative, Get Paid to Drive to an Appointment?**

In the past, members may have been paid for driving themselves to a covered medical appointment. In other cases, friends or family may have been paid for giving rides to members going to a covered medical appointment.

On July 1, 2011, the Department of Health Services will require LogistiCare to follow federal and state law and only pay members for rides after all other options for free transportation such as family and friends have been exhausted.

If a member drives themselves or makes arrangements through LogistiCare to be driven by a friend, neighbor, or even by a staff member of the medical facility, neither the driver nor the vehicle is required to meet LogistiCare compliance standards.

### **What if I Have a Complaint?**

Complaints can be made by you to LogistiCare at any time. Complaints may be about such things as having a difficulty getting a ride, long waiting times, or rude drivers. You can call LogistiCare at 1-866-907-1494 or

write to LogistiCare at the following address with your complaints:

LogistiCare Solutions, LLC  
2335 City View Dr  
Ste 200  
Madison WI 53718

LogistiCare will get back to you with an initial response in 10 business days. A final response will be sent to you in writing within 30 business days of receiving a complaint.

### **What if I Was Denied a Ride?**

You have the right to appeal denials of rides by LogistiCare. Following the completion of LogistiCare's complaint process, all members have a right to appeal any decision made by LogistiCare directly to ForwardHealth. ForwardHealth will review the complaint and grievance information and send you a decision in writing. This decision will be final and will end the appeals process.

# Contact Information for LogistiCare

Name of Telephone Line	Telephone Number	Purpose of Telephone Line
Reservation line for scheduled trips	(866) 907-1493 (866) 288-3133 (TTY)	<ul style="list-style-type: none"> <li>• The reservation number that members, their families or care givers, or medical providers call to schedule a ride.</li> <li>• Hours are Monday-Friday 7:00 a.m. to 6:00 p.m.</li> <li>• All rides, except for hospital discharges and urgent trips, must be scheduled two business days in advance.</li> </ul>
"Where's My Ride" telephone number	(866) 907-1494	Call this number if your ride is late picking you up or dropping you off.