

Non-Emergency Medical Transportation for Evercare Enrollees in Skilled Nursing Facilities

Non-emergency medical transportation should be arranged through Logisticare for Evercare enrollees in the following plans:

- Evercare Senior Care Options (Evercare SCO; both institutional and community enrollees)
- Evercare Plan for People With Long-Term Illnesses (Plan MP)
- Evercare Plan for People With Limited Incomes (Plan DP)

Logisticare does not coordinate non-emergency transportation for long-term SNF enrollees in the traditional Evercare Institutional Plan (Plan IP). For Plan IP enrollees, continue to use your customary Evercare contracted transportation vendor.

Emergency transportation should also continue to be provided through your customary Evercare contracted vendor.

Logisticare

Logisticare is a transportation management company that Evercare has contracted with to manage these important services; they have an excellent track record of coordinating non-emergency transportation services.

Contacting Logisticare to Arrange Services

The following information should be provided to Logisticare when making a reservation:

- Enrollee's Evercare ID number
- Name and address of the nursing facility
- Name and address of the medical/dental provider (appointment)
- Appointment day and time
- Pick up time and location
- Type of transportation needed (e.g., chair van, sedan,)

To Make a Reservation (from SNFs/facilities): 866-383-4153

For immediate service related to an already scheduled ride: 866-428-1968

Contacting Logisticare to Become a Transportation Vendor

For information on joining the Logisticare transportation network, please feel free to refer transportation vendors to Logisticare at 866-418-9830 x2008.

Other Questions

For any other questions, please contact your Evercare Provider Relations Specialist. If you do not know the name of your Provider Relations Specialist, please call the local Evercare office at 800-393-0939 or 781-472-8650.