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Attn: Facilities Department
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Closest Provider Policy

Since the migration of Medicaid members to managed care has been completed, Logisticare is implementing a 20 mile limit on non-emergency transportation when an equivalent provider or service is available within the community. However, if the client is seeing a unique specialist for an unusual condition; there is not an equivalent provider available within 20 miles; or the client is currently in the middle of a treatment course (i.e. chemotherapy or surgical evaluation and treatment), Logisticare will provide the transportation.

- Medicaid Code

10:50-1.6(p) states that eligible transportation costs for Medicaid or NJ Family Care fee-for-service beneficiaries who are required to make regular visits to medical facilities outside of their immediate community are reimbursable only if the required services are not available within their community.

Attached is a form that can be filled out by the client's HMO care manager or the Medical Director at one of the Medicaid MAC offices, justifying the need for the member to be seen by the healthcare provider located over the 20 mile limit. LogistiCare will provide up to 3 courtesy trips to allow time for the member to find a closer provider. Once the approved form is on file, the transportation to that Healthcare provider should be provided uninterrupted. If you have additional questions or feel a client has been directed to a closer provider incorrectly, please call 866-527-9945 and ask for the Facility Supervisor or the Facility Manager.