

Provider Update

UPDATE: New Transportation Vendor Effective October 10, 2011

Summary of change: Effective October 10, 2011, Amerigroup Community Care members in New York will be required to use LogistiCare Solutions, LLC to coordinate nonemergency medical transportation appointments. **Please disregard prior communications which note the effective date as October 1, 2011.**

✦ **What this means to you:** Effective **October 10, 2011**, providers will be asked to contact LogistiCare regarding transportation needs for their Amerigroup patients. Additionally, all NY Amerigroup members are receiving communications with details of how they can work directly with LogistiCare to ensure they meet their scheduled nonemergent appointments.

Why is this change necessary?

As an Amerigroup provider, you or your staff has traditionally supported the transportation needs of our members by contacting the Amerigroup National Customer Care department. To provide more effective coordination of transportation, we are now partnering with LogistiCare — a national transportation company — to continue servicing those transportation needs, and we will work with you to continue providing nonemergent transportation services.

What is the impact of this change?

In the coming weeks, LogistiCare will distribute information to providers, set up online webinars and begin compiling the information needed to preload beneficiary trip information into its reservation system. You may be asked to provide or confirm trip reservation details.

As part of the contract agreement, LogistiCare is a Health Insurance Portability and Accountability Act business associate of Amerigroup and is authorized to receive patients' private health information. We request that you assist in the implementation of this program and release requested information to LogistiCare. Your cooperation and timely assistance will help to ensure your patients arrive to their scheduled appointments safely and on time.

What should I do to arrange transportation for an Amerigroup member?

To schedule a nonemergent transportation appointment or check on the status of a scheduled service, call the appropriate toll-free phone number listed in the chart below:



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New York Program	Reservation Numbers
Amerigroup Medicaid/Family Health Plus/Child Health Plus	Reservation Line: 1-866-481-9488 Where's my ride?: 1-866-481-9489
Amerigroup Medicare	Reservation Line: 1-866-481-9490 Where's my ride?: 1-866-481-9579
Amerigroup Managed Long Term Care	Reservation Line: 1-866-481-9667 Where's my ride?: 1-866-481-9685

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at the toll-free phone numbers listed below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589



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