
Where's My Ride?

Please call our "Where's My Ride" line if:

- Transportation is running more than 15 minutes past the scheduled pick-up time and you have not heard from the driver
- Your member has finished at the appointment and is ready to go home
- If you have problems or concerns with transportation

Region 1: 866-910-7689

Region 2: 866-445-9962

Region 3: 866-445-9964

TTY - 866-288-3133

To report fraud & abuse call:
888-364-3224

For more information and forms on LogistiCare in South Carolina, visit us at:

<https://facilityinfo.logisticare.com/scfacility>

Facility Fax Numbers:

Region 1	866 420-6253
Region 2	877-272-3939
Region 3	877-272-3990
Nursing Homes	877-272-3486

For Members Scheduling a Ride

To schedule a ride, members may call our reservation line Monday through Friday 8:00 AM to 5:00 PM. They should call at least 3 business days before their medical appointment.

Region 1: 866-910-7688

Abbeville	Anderson
Cherokee	Edgefield
Greenville	Greenwood
Laurens	McCormick
Oconee	Pickens
Saluda	Spartanburg

Region 2: 866-445-6860

Aiken	Allendale
Bamberg	Barnwell
Calhoun	Chester
Clarendon	Fairfield
Kershaw	Lancaster
Lee	Lexington
Newberry	Orangeburg
Richland	Sumter
Union	York

Region 3: 866-445-9954

Beaufort	Berkeley
Charleston	Chesterfield
Colleton	Darlington
Dillon	Dorchester
Florence	Georgetown
Hampton	Horry
Jasper	Marion
Marlboro	Williamsburg

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HOW DOES A HEALTHCARE FACILITY ACCESS NON-EMERGENCY MEDICAL TRANSPORTATION FOR HEALTHY CONNECTIONS MEMBERS?

South Carolina

Facility Brochure

LogistiCare[®]

South Carolina
HealthyConnections

FREQUENTLY ASKED QUESTIONS:

Q. What are the requirements to receive non-emergency medical transportation?

A. Transportation is for Healthy Connections Medicaid members who need to see a doctor, go to other medical visits or go to the pharmacy. The Member's medical condition should not be an emergency.

FOR EMERGENCIES DIAL 911.

Q. Is there a phone line dedicated for Facilities to use?

A. LogistiCare maintains a Facility Department dedicated to handling the needs of nursing homes, hospitals, dialysis, mental health and substance abuse clinics. LogistiCare has dedicated staff and phone numbers available to schedule transportation needs from facilities Monday through Friday 8:00 AM to 5:00 PM. Please call at least 3 business days before the medical appointment. Urgent trips may be accepted with less than 3 days' notice. Our dedicated number is: **866-420-6231**.

Q. How do hospitals arrange discharges?

A. Hospital discharges are scheduled by hospital staff only and may be arranged 24/7 by contacting the facility line at **866-420-6231**. A Medical Necessity Form is not needed for hospital discharges. Once the discharge is arranged, the transportation provider has from thirty (30) minutes to three (3) hours to accept the trip request and pick up the Member.

Q. What if the Facility has multiple trips to schedule for different Members? Is there a way to schedule them without calling the Facility Assistance Line?

A. The Facility may fill out individual Medicaid Trip Order Forms for each Member for trips within 30 days and fax them to your region representative. Three business days' notice is required for routine trips.

Please call 866-420-6231 for additional information regarding scheduling reservations via LogistiCare's secure website.

Q. What is a Medical Necessity Form and who completes it?

A. Medical Necessity Forms are completed for any Member who requires a stretcher, BLS, or ALS level of service. An Attending Physician, Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist or RN can complete the Medical Necessity Form. The Medical Necessity Form should accompany a Single Trip Request form when faxed to the LogistiCare Facility Department using the designated fax number above.

Q. What do I need to have when I call for a ride?

- Medicaid ID number
- Level of service
- Pick-up address & phone number
- Appointment date & time
- Doctor's name
- Doctor's address & phone number

Q. What is a Standing Order?

A. A standing order allows a Facility to send in a request for a Member to attend their program 3 or more days per week for a minimum of 3 months and alleviates the need for repeated reservation calls. Examples are: Dialysis, Mental Health, and Adult Day Care. A Standing Order for a Member is valid for up to three months and will be recertified monthly by LogistiCare staff to make sure the reservation is not only accurate but that transportation is still required. The Facility will be asked to confirm information at that time to make sure transportation takes place accurately and efficiently.

Q. What if a Facility has an urgent/same day trip?

A. Urgent/same day rides can be scheduled through LogistiCare. Such rides should be for true urgent conditions where a physician is requiring the Member be seen the same day or next day. All urgent/same day rides will be verified with the physician's office for medical necessity. In some cases short notice trip requests that are unable to be verified as urgent may need to have the appointment rescheduled in order to receive transportation. We will do our best to secure transportation for all short notice requests.

A LogistiCare Facility Representative is ready to help.

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