



How to Access Non-Emergency Medical Transportation for Chartered Health Plan Medicaid Members

LogistiCare manages all of Chartered Health Plan's non-emergency medical transportation (NET). All trips must be arranged and confirmed by LogistiCare. The types of transportation services available to facilities are:

- **Ambulatory (able to walk)**
- **Wheelchair**
- **Public transportation (fixed-route)**

Regular Transportation Appointments

Facilities wishing to make transportation arrangements for their residents/patients should contact a facility representative at least **2 days** in advance.

Please have the following information available when making a reservation:

- Member's name, address
- Medicaid number
- Name and address of facility
- Appointment day and time

Facility Department 1-866-679-6330

- Available Monday – Friday - 8 a.m. to 5 p.m.
- Trips must be medically necessary
- Fax Transportation Request Forms to 1-866-679-6329 **2 days** before appointment date.
- Verifiable urgent trips may be accepted with less than a two day notice.

Standing Order Appointments

Facilities wishing to arrange a standing order appointment for Medicaid members should contact a facility representative at least **2 days** in advance:

*Facility Department 1-866-679-6330
Fax Number 1-866-907-1491*

Standing Orders are reoccurring trips for treatment that is permanent in nature for attending at least three times per week for a period of three months or more.

**If a member's transportation is more than 15 minutes late, please call the
"Where's My Ride?" Line at**

1-800-315-4095

