LogistiCare

Non-emergency medical transport of Rhode Island Medicaid members and certain elderly individuals age 60 years and older

LogistiCare (LGTC) manages non-emergency medical transportation (NEMT) for Medicaid members, including those with United Health Care and Neighborhood Health plans. Transportation is provided to a Medicaid covered service provided by a Medicaid-enrolled medical practitioner. Certain individuals age 60 years and older, who have no other way to get a ride are also eligible for NEMT.

All trips must be pre-arranged by a member *(or a family member or facility staff on behalf of the member)* and confirmed by LGTC. Transportation providers may not request trips for members. Requests for urgent, same day or next day trips are reserved pending confirmation from the medical provider that the member needs to come in as soon as possible.

Transportation requests may be made from 8 am to 5 pm, Monday – Friday

At least two (2) business days advance notice *(2 days includes the day of the call but not the day of the appointment)* is required. For example, call Monday to request NEMT services on Wednesday. Call Thursday to request transport for the following Monday, etc.

Facility/Agency Staff can request a single trip or regularly reoccurring transport for their patients. Regular, reoccurring trips are referred to as standing order trips. These are trips to the same location on the same day(s) at the same time for a period of time.

Facility or Agency Staff who schedule transport on behalf of a member may use one of the following options:
1. **Call 1-855-330-9133**. This number is for the exclusive use of Rhode Island medical facilities.
2. **Fax 1-877-601-9858** using either a Single Trip or Standing Order Request form.
3. **Online.** To use the online Web Portal you must first create an account for your facility. To create a facility account go to https://facilityinfo.logisticare.com/rifacility.

Individuals/family members may call the Member Reservation line at **1-855-330-9131** to request transport. They may also use the online option by going to https://member.logisticare.com.

Deaf or hearing impaired members may call **1- 866-288-3133** to request transport.

"Where's My Ride?" is the number that members or the staff at medical facilities can call when the member needs to be picked up after his/her appointment, or if there is a service issue or complaint.
The **"Where's My Ride?" number is 1-855-330-9132.**