



LogistiCare[®]

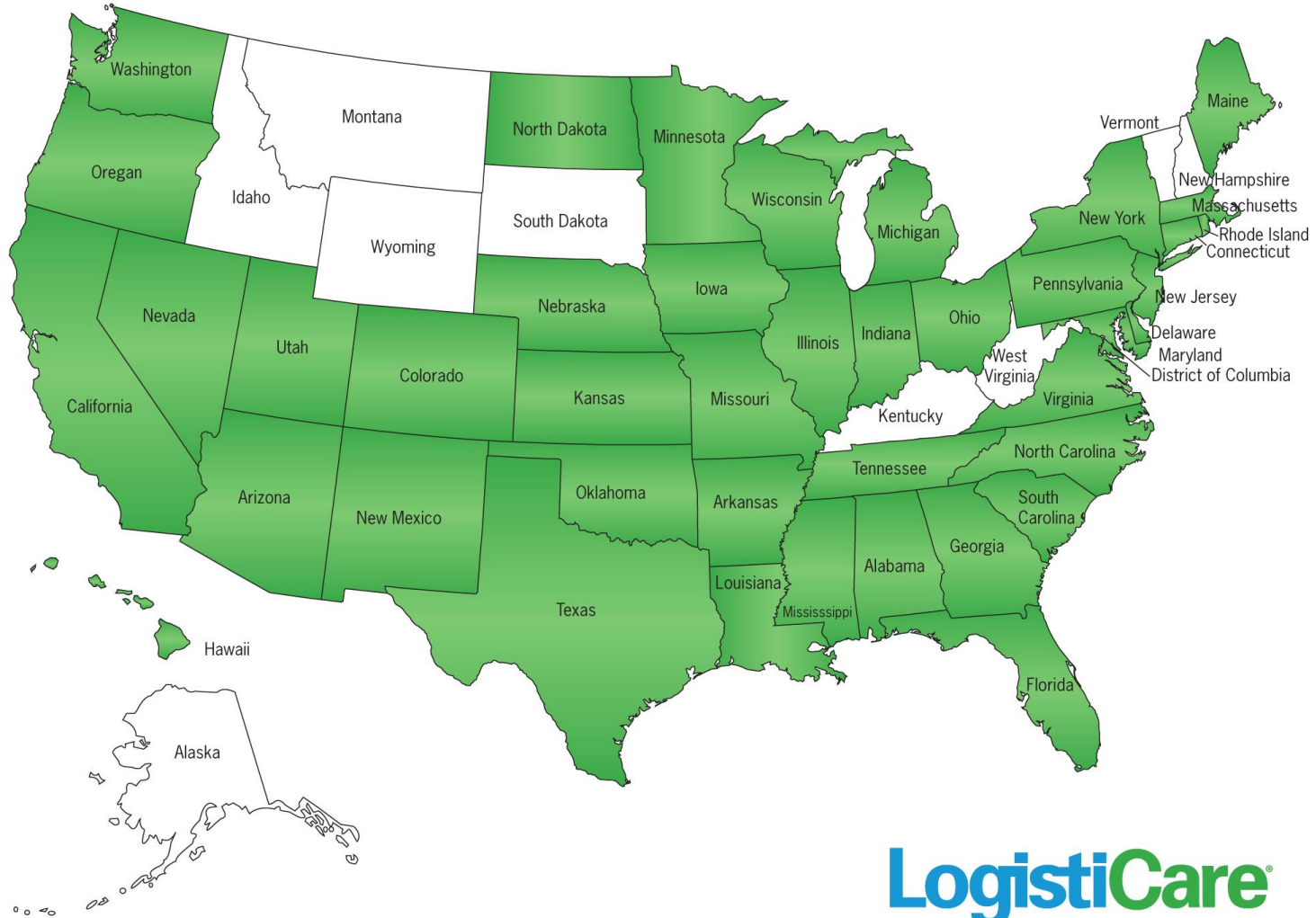
**NON-EMERGENCY MEDICAL TRANSPORT
(NEMT) SERVICES for RHODE ISLAND
MEDICAID MEMBERS, and NON-
EMERGENCY TRANSPORT for the ELDERLY
TRANSPORTATION PROGRAM**

WEBINAR PRESENTATION

What is LogistiCare (LGTC)?

1. **LGTC is a transportation management company.**
2. **Our RI Operations Center is at:
30 Chapel View Boulevard, Suite 100
Cranston, RI 02920
855-330-9129
855-330-9130 (*fax*)**
3. **Get information online at
<https://facilityinfo.logisticare.com/rifacility>**

We operate across the country.



Executive Office of Health and Human Services

March 17, 2014

To Whom It May Concern:

I am writing to inform you that the Executive Office of Health & Human Services (EOHHS) has contracted with LogistiCare Solutions, LLC (LogistiCare) to arrange and manage Medicaid non-emergency medical transportation services (NEMT) for Medicaid beneficiaries in Rhode Island. LogistiCare is a transportation broker that will ensure that Medicaid beneficiaries in Rhode Island receive rides to medical services when they have no other means of getting to the service. ***LogistiCare will begin its program on May 1, 2014.***

Via this letter, EOHHS is introducing LogistiCare to medical facilities whose patients may use NEMT and may have a need to interact with LogistiCare. In the coming weeks, LogistiCare will be providing additional information to you by various means, including distributing NEMT program and contact information to medical facilities, conducting webinars, making site visits to facilities serving members who need reoccurring transport for dialysis, mental health and substance abuse treatments, and posting information on its website.

As you know, Medicaid NEMT services are necessary to ensure that Medicaid beneficiaries, in all of Rhode Island's communities, who need transportation to and from Medicaid-covered services receive safe, reliable, efficient and cost-effective non-emergency medical transportation. LogistiCare will maintain a network of transportation providers and request an appropriate vehicle from one of the network providers to transport beneficiaries. These transportation services include wheelchair vans, taxis, stretcher cars, bus passes and tickets, secured transportation, and other forms of transportation covered under the Medicaid State Plan.

Patient Confidentiality

As part of the contract agreement with the EOHHS, LogistiCare is a HIPAA Business Associate of the EOHHS and is authorized to receive beneficiary private health information. The contract mandates that LogistiCare's employees and its automated approval system meet HIPAA compliance standards in order to protect the confidentiality of Medicaid beneficiaries. This mandate allows practitioners to share information crucial to allowing LogistiCare to arrange appropriate transportation.

Your cooperation and assistance is greatly appreciated. If you have any questions or concerns, please contact Robin Etchingham via email at Robin.Etchingham@ohhs.ri.gov, or by phone at 401/462-2312, or Mario Olivieri via email at Mario.Olivieri@ohhs.ri.gov or by phone at 401/462-2521.

Sincerely,

Steven M. Costantino, Secretary

LGTC Gets Members to Medical Care

- **We process requests for NEMT – all modes.**
- **We determine member eligibility for NEMT and the most appropriate mode of transport based on the member's medical and mobility needs.**
- **We schedule & route trips to**
 - **Medicaid covered services for all Medicaid beneficiaries.**
 - **Adult Day Care, medical appts, dialysis/cancer treatment, meal sites and the Insight Program for those age 60 or older who are not on Medicaid.**
- **These trips must be pre-authorized by LGTC in order for the transportation provider to receive payment.**

LGTC Tries to Reduce Barriers To Receiving Transportation

- 1. We meet with advocacy groups and medical practitioners to establish more efficient ways to order trips.**
- 2. We meet with transportation providers to streamline trip referrals and authorizations.**
- 3. We accept and respond to complaints from providers and members.**
- 4. We are contracted by and report regularly to Rhode Island Executive Office of Health & Human Services.**

Whose Transportation Do We Arrange?

- **Eligible Medicaid members who do not have transportation, and elderly individuals age 60 years and older going to medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program.**
- **Every member who is covered under a Medicaid Managed Care plan.**
- **LGTC is not responsible when the cost of transportation is included in the rate paid to a Medicaid program. For example, services provided for Individuals with Developmental Disabilities. That program arranges transportation to and from that program.**

What “types” of NEMT are covered?

Six types of non-emergency transportation are available .

1. Bus/Mass Transit

- The member lives within ½ mile of a bus stop.
- The medical facility is within ½ mile of a bus stop.
- The member can walk ½ mile and can understand common signs and directions.

2. Ambulatory

- The member can walk but is unable to take the bus.

3. Wheelchair

- The member can sit up but cannot walk, uses a wheelchair, and requires a lift-equipped or roll-up wheelchair van with the assistance of trained personnel.

What “types” of NEMT are covered?

4. Stretcher

- The member cannot sit up or walk, is confined to bed, cannot sit in a wheelchair and does not require medical attention during transport.

5. Basic Life Support (BLS) or Advanced Life Support (ALS)

- The member requires stretcher transport and medical attention and/or monitoring during transport.

6. Out-of-State Transport

- Continues to be permitted and can be arranged through LogistiCare.

How Does A Facility Contact LGTC to Request Services for a Member or Patient ?

You can contact LGTC's Facility line by phone at **855-330-9133**, by fax to **877-601-9858** or online at **<https://facilityinfo.logisticare.com/rifacility>** .

- Call the Facility line **855-330-9133** between 9:00 a.m. and 5:00 p.m. Monday to Friday to request routine NEMT. Or make the request online.
- A routine trip is an occasional, episodic trip to a Medicaid covered service, e.g., a trip to the doctor in three days.
- Call 48 hours or 2 business days in advance for routine NEMT.

Two (2) business days' prior notice is required for routine NEMT, not counting the day of the appointment.

Call Monday for transport Wednesday

Call Tuesday for transport Thursday

Call Wednesday for transport Friday, Saturday or Sunday

Call Thursday for transport Monday

Call Friday for transport Tuesday

Standing Order Services

Standing Orders are regularly reoccurring trips, three (3) or more times per week, with the same pick-up and drop-off times and locations. For example, transport to and from dialysis or adult day care.

To request Standing Order Services you have 3 options to choose from:

- Call the Facility line at **855-330-9133** two (2) or more business days in advance,
- Fax the standing order request form two (2) or more business days in advance to **877-601-9858**. The form is available at **<https://facilityinfo.logisticare.com/rifacility>**,
- Or, make the request online two (2) or more business days in advance at

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

(Paperless and fastest method)

Contact LGTC to Receive Urgent Care Transportation

Urgent Care

Unscheduled, episodic non-emergency situation.

Transportation could not have been requested 48 hours or 2 business days in advance.

Call the Facility line at **855-330-9133** to request urgent care transport 24 by 7. Members themselves can request urgent care NEMT by calling the Member Reservation number **855-330-9131**.

LGTC may verify the need for Urgent NEMT with the medical provider.

***Always Call LogistiCare on urgent care trips .
Never request the trip via fax or on-line.***

The “Where’s My Ride?” line

855-330-9132 is the “Where’s My Ride?” number used for:

- Reporting a complaint or service issue, for example, if the driver is late dropping off or picking up the member or has not shown up.
- Contacting LogistiCare when the member is ready to be picked up after treatment at the medical practitioner, or continue to call the transporter if that is your current practice.
- “Where’s My Ride?” is answered 24 by 7.

How Soon will the Driver Arrive?

- 1. For “Urgent” transports as soon as possible but not longer than 3 hours.**
- 2. For “Routine” or “Standing Order” pick-ups no earlier than 15 minutes before nor later than 15 minutes after the scheduled pick-up time.**
- 3. For “Routine” or “Standing Order” drop-offs the standard is deliver the member on time or early, but not more than 30 minutes early.**
- 4. If the member says he/she “will call” for pickup after their medical appointment the driver will arrive within 60 minutes of when LGTC received the call.**

LogistiCare Mass Transit Process 1

- **Members who live within ½ mile of their medical provider and whose health and mobility permit them to walk ½ mile should walk to the medical provider.**
- **Medicaid members who live more than ½ mile from their medical provider and who have no means of transportation and can get a bus pass at the local supermarket should use that bus pass to and from Medicaid-covered services.**
- **Medicaid members who are not eligible to get a bus pass at the local supermarket, have no means of transport and are able to use mass transit to get to a Medicaid-covered service should call the Member Reservation line **855-330-9131**. A minimum of five (5) business days advance notice is necessary to allow for eligibility verification, confirmation that the member has a medical appointment and to allow time for the bus pass to be mailed to the member.**

LogistiCare Mass Transit Process 2

- **Non-Medicaid individuals over the age of 60 qualify for the Elderly Transport Program if they have no other means of transport. Those who can take the bus should call the Member Reservation line **855-330-9131** a minimum of five (5) business days in advance to allow for eligibility verification and to confirm that the individual needs transport to a medical service or meals program. This allows time for mailing the pass to the individual.**
- **Healthcare facilities or meal sites that serve Elderly Transportation Program participants who have no means of transport, but who can utilize mass transit, should call the Facility line **855-330-9133**. They should call a minimum of five (5) business days in advance to allow for eligibility verification and to confirm that the individual needs transport to a medical service or meals program. This allows time for mailing the pass to the individual.**

WHAT IS THE FACILITY SERVICES WEBSITE?

The Facility Services Website (FSW) processes requests for NEMT from facilities on behalf of eligible Medicaid members. This eliminates the need to call or fax in these requests.

LogistiCare

HOME | NEW RESERVATION | NEW STANDING ORDER | MY REQUESTS | MY REPORTS | MY PROFILE | ADMIN | HELP | LOGOUT

LogistiCare Facility Services - Home Logged in as Amanda Bourier

Dashboard


The table below summarizes the number of trip requests with upcoming dates of service by status:

Date of Service	Pending	Rejected	Approved	Denied
2/5/2011	1	0	0	0
2/6/2011	0	0	1	0
2/8/2011	0	0	1	0
2/14/2011	2	2	1	0
2/15/2011	0	0	1	0
2/18/2011	1	0	0	0
2/21/2011	0	0	1	0
2/25/2011	0	0	1	0
2/28/2011	1	0	0	0
3/1/2011	1	1	1	0

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Disclaimer of Liability

LogistiCare Solutions, LLC provides access to the data and information contained on this Web site as a service to our clients. While the data and information contained on this Web site are based upon actual trip data for each client, due to continuous updates to the data files, we make no warranty or guarantee concerning the accuracy or reliability of the content of the data or reports produced from this Web site.



We never lose focus on the human needs of our riders and the practical day-to-day challenges faced by their health care providers.

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FACILITY SERVICES WEBSITE REGISTRATION

3. This displays the **Medical Facility EDI Administrator User Form**

LogistiCare
**Medical Facility
EDI Administrator User Form**
Please Type or Print Clearly

Date: _____
Facility Name: _____
Mailing Address: _____
Phone Number: _____ Fax Number: _____
Medicaid Provider Number or NPI Number: _____

Access: Select one option:
 Add New Administrative User
 Inactivate Administrative User
 Password Reset

User Name: _____
User Email Address: _____
User Job Title: _____

By signing this form, I hereby agree that:

- I will abide by all federal and state regulations pertaining to protected health information (PHI) including the Health Insurance Portability and Accountability Act ("HIPAA").
- I will only provide portal access to employees at my medical facility that have a need to request or review transportation requests.
- I will remove terminated users or users who no longer need access to the portal immediately.
- LogistiCare may remove portal access for me or my medical facility at any time, with or without cause.
- I will use the system in accordance with LogistiCare's documented instructions.
- I will not share my user ID or password with another user.
- I understand that the intentional entry of invalid or false information is unlawful and may have significant adverse legal repercussions.
- I will notify LogistiCare immediately if I believe a security incident has occurred.

User Signature: _____ Date: _____
Witness Signature: _____ Date: _____
Witness Name: _____ Title: _____
(Witness must work at the same medical facility)

TO BE COMPLETED BY LOGISTICARE FACILITY DEPARTMENT:
User ID Assigned: _____
Employee Completing Request: _____
Date Completed: _____

RI's Elderly Transportation Program

- The elderly transportation program is for individuals age 60 years and older who are not on Medicaid, and who are not getting transport from the RIPTA Ride Program for those in the Americans with Disabilities Act (ADA) transportation program.**
- The elderly transportation program provides transportation to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program.**
- The program requires a \$2 co-pay to be collected by the driver for each leg, and the \$2 is retained by the transportation provider.**

The \$2.00 co-pay

- **Medicaid members over the age of 60 are considered Medicaid, not Elderly Transportation Program participants and are not responsible for the co-pay.**
- **The \$2 co-pay is required from Medicaid and Elderly Transportation Program members being transported to and from meal sites.**

Limitations during the day for Elderly Transportation Program participants

- **Transport to meals programs must occur so that the pick-up at the residence and the drop-off back at the residence occur between 10:00 a.m. and 2:00 p.m. Monday through Friday, excluding state holidays.**
- **This policy does not apply to trips to and from dialysis, cancer, adult day care, other medical appointments and services to and from the Insight program. These can occur at any time.**

What is the Americans with Disabilities Act (ADA) transportation program?

- ADA transport is often referred to as **paratransit**.
- RIPTA manages ADA transportation or **paratransit** through its RIDE program.
- The U.S. Dept. of Transportation defines those eligible for ADA or **paratransit** as:
 1. People who can't travel on the bus or train, even if it's accessible, because of a disability
 2. People who need an accessible bus or train
 3. People who have a specific disability-related condition

For more information on paratransit, please see the document “ADA Eligibility” on our website:

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

What Are LGTC Service Hours?

Phone, fax or online requests for routine or standing order transports are processed Monday to Friday, from 9:00 a.m. until 5:00 p.m.

Urgent Care transports are processed 24/7.

The “Where’s My Ride?” line is staffed 24/7.

QUESTIONS AND ANSWERS

LGTC website:

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



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**THIS CONCLUDES THE WEBINAR
PRESENTATION**