

United Texas Star + Plus

MEMBERS / RIDERS



TRANSPORTATION
PROVIDERS



HEALTHCARE FACILITIES



CLIENTS



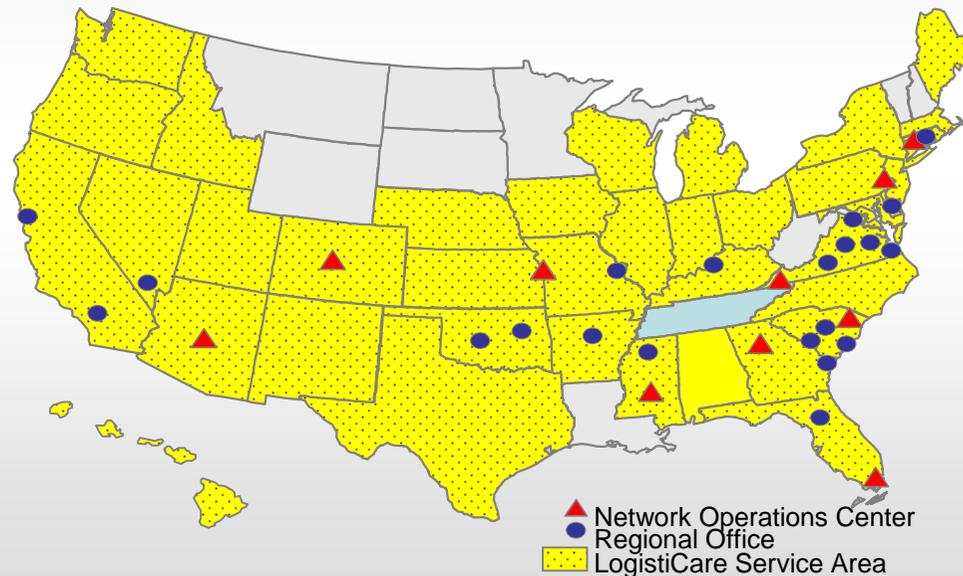
Welcome

LogistiCare®



Who is LogistiCare?

- ❖ LogistiCare is a transportation management company with operation centers nationwide. LogistiCare is directly responsible for managing over 2 million transports per month.



What does LogistiCare do?

- ❖ LGTC coordinates requests for non-emergency medical transportation (NEMT) on behalf of Medicaid and Medicare members – or the health care facilities, medical groups and hospitals serving those members LogistiCare manages this service for the Texas Star Plus members!
- ❖ LGTC schedules and routes *NEMT* for patients based on their medical and mobility needs.
- ❖ LGTC contracts with, and pays, local transportation companies to perform the non-emergency medical transportation.

What is non-emergency medical transportation (NEMT) ?

NEMT is any transportation:

- ❖ That is not initiated by dialing 911, and
- ❖ That does not require an “immediate” response to take a member to the emergency department for evaluation for a new or suddenly worsening condition that threatens life or limb



How does a transportation brokerage work?

- ❖ Brokers contract with local transportation providers to create a non-emergency transportation network.
- ❖ Brokers do not typically own vehicles or operate direct service themselves.
- ❖ All network transportation providers undergo a credentialing process which ensures that they are properly insured and that their drivers and vehicles meet high quality standards.
- ❖ The broker receives all trip requests, schedules all trips, and assigns trips to the network providers in such a way as to maximize service continuity for the members and logistical efficiency for the program as a whole. Where appropriate, the broker supplements the core provider network with cost-effective public transit, volunteer driver, and member reimbursement programs..

What are the “criteria” for NEMT?

- ❖ The transport is medically necessary.
- ❖ The transport “type” (level of service) is covered under the member’s benefit plan.
- ❖ The services rendered are covered under the member’s benefit plan.

How do I know what type of NEMT service to request?

LGTC will ask questions to assess the member's mobility.

- ❖ Based on the answers to those questions LGTC will determine the appropriate level or type of NEMT service.

How to request NEMT from LogistiCare?

These phone numbers have been set up for the exclusive use of health care facilities, including nursing facilities. Call to speak to one of our Healthcare Facility Department Specialists about a standing order, medical necessity form, or to request a demand response/episodic trip for one of your patients. Hospital discharge planners can call this number or fax a trip request form to schedule a discharge.

Facility phone number: 866-400-2350

Facility Fax number : 866-400-9521

Program Details

- ❖ Levels of Service
- ❖ Notification Requirements
- ❖ Geographical Coverage
- ❖ Hours of Operation
- ❖ Urgent Transports
- ❖ Escort Policy
- ❖ Durable Medical Equipment
- ❖ Covered Services
- ❖ Standing Orders

What levels of service are covered under the NEMT Texas Star Plus Program?

- ❖ Mass transit- member is able to use the local bus or paratransit service
- ❖ Mileage Reimbursement – Member, family or friend are reimbursed for transporting the member to cover services
- ❖ Volunteer drivers – A credentialed private individual that functions as a driver for LogistiCare.
- ❖ Ambulatory: Sedan, van, taxi - Member is able to walk without assistance.
- ❖ Wheelchair lift-equipped vehicle - Member is confined to a wheelchair and is not able to ambulate or transfer into a vehicle

Stretcher van, ambulance or Commercial Air trips are not covered through LogistiCare

Notification Policy

What process is followed if a member calls with less than the required 72 hour notice?

- ❖ If it is the member's first time calling - LogistiCare will educate the member on the required notification process and schedule their transportation.
- ❖ Future attempts - If the member attempts to schedule a reservation outside of the 72-hour (business days) required notice, the CSR will ask the member to reschedule their appointment to meet the 72 hour notice.
- ❖ If the trip is urgent in nature - The CSR will contact the doctor/facility and verify urgency. If verified urgent, the CSR will take the reservation and note the reason for urgency.

Geographical County Coverage

Effective 4/1/2011:

Aransas, Bastrop, Bee,
Brazoria, Burnet, Caldwell,
Calhoun, Fort Bend, Galveston,
Harris, Hays, Jim Wells,
Kleberg, Lee, Montgomery,
Nueces, Refugio, San Patricio,
Travis, Victoria, Waller and
Williamson.



Hours of Operation

- ❖ To schedule routine transport: Call or fax Monday to Friday, 8:00 a.m. to 5:00 p.m., except on national holidays when offices are closed.
- ❖ What is the notification policy? - **72 hours** (3 business days, not including weekends and national holidays)
- ❖ How far in advance can member's make reservations? - No more than 30 days in advance.
- ❖ How about urgent transport that's not a 911 emergency? - We take those calls 24/7.
- ❖ Who can call? - Members, their families, care givers or medical providers such as health care facility staff.

Urgent Transports

(Applies only after the member has been educated on the notification policy)

- ❖ Urgent calls are defined as reservation requests for unscheduled episodic situations in which there is no threat to life or limb, but the recipient must be seen with less than 72-hour notice. If the trip is urgent in nature, the CSR will contact the doctor/facility and verify urgency. If verified urgent, the CSR will make the reservation.
- ❖ If the CSR is not able to verify urgency and/or the facility indicates that the appointment is not urgent in nature and can safely be re-scheduled to meet the required 72-hour notice, the CSR will ask the caller to reschedule the appointment.

Escort Policy

- ❖ Member and one additional passenger, escort or personal assistant allowed on a space available, case-by-case basis. Escorts must be 16 years of age or older.



Durable Medical Equipment

- ❖ The member is required to provide all necessary child safety/booster seats, DME and wheelchairs
- ❖ If the member is being discharged from an acute facility, LogistiCare will make every attempt to locate a contracted provider that can furnish the wheelchair for the discharge transport.
- ❖ If we are unable to secure a provider that is able to furnish a wheelchair, the transport will need to be upgraded to stretcher and the plan will need to be contacted as LogistiCare is not responsible for stretcher transports through the Star Plus Program.



Covered Services

Allergy (doctor visits, testing and injections)	X	Scheduled Hospital Admission	X
Cardiac Rehab	X	Hospital - Discharge	X
Chemotherapy	X	Hospital - Outpatient services	X
Chiropractor	X	Hospital Visitation (i.e. mom to see newborn)	X
Dental Exams	X	Immunizations	X
Diabetic Supplies and Education	X	Laboratory Services	X
Dialysis	X	Lamaze Classes/Parenting Classes (or similar birthing class)	X
Durable Medical Equipment	X	Lead Screening/Testing	X
Experimental Medical Procedures/Drugs	Requires Prior Auth	Mammogram	X
External Breast Prosthesis	X	Nursing Home to Nursing Home (per SOW C.14)	X
Family Planning Clinic Services	X	OB/GYN services	X
Federally Qualified Health Centers (FQHC)	X	Occupational Therapy (specify any limits)	X
Foot Care (Routine)	X		
Hearing Aids (testing, fitting, repairs)	X		

Covered Services

Optical - Exams	X
Optical - Eyeglasses	X
Orthotic Services	X
Pain Management	X
Pediatric Services	X
Physical Therapy (specify any limits)	X
Physician Services	X
Podiatry	X
Prosthetic services	X
Psychiatric Facility	X

Psychiatric Services	X
Psychiatrist (specify any limits)	X
Psychologist (specify any limits)	X
Radiation Treatments	X
Radiology Services (X-rays, MRI)	X
Rehabilitation Services (specify any limits)	X
Rural Health Clinic Services (RHC)	X
Psychiatric Services	X
Psychiatrist (specify any limits)	X
Psychologist (specify any limits)	X

Covered Services

Radiation Treatments	X
Radiology Services (X-rays, MRI)	X
Rehabilitation Services (specify any limits)	X
Rural Health Clinic Services (RHC)	X
Speech Therapy (specify any limits)	X
Substance Abuse	X
Support Groups	X
Transplant Services	
Transportation from Urgent Care Facility	X
Transportation to Urgent Care Facility	X
Wound Care	X

Trips to the pharmacy <input checked="" type="checkbox"/>	Allowed immediately following a doctor's appointment only
Transportation to/from ER Not allowed to ER or between ERs <input checked="" type="checkbox"/> Allowed from ER back to member's home	Not allowed to ER or between ERs <input checked="" type="checkbox"/> Allowed from ER back to member's home
Limits to trip length, as measured in miles	Transports over 75 miles one way will require prior authorization from the Plan

Standing Orders

A standing order is a regularly reoccurring reservation needing transport three or more times per week, for 3 or more months duration, and going to the same destination.

(Examples of treatment types that might qualify as a standing order)

Dialysis, Wound Care, Mental Health, Adult Day Care, Rehabilitation, Physical therapy, Administration of Medication (Methadone)

Questions/Discussion

MEMBERS / RIDERS



TRANSPORTATION PROVIDERS



HEALTHCARE FACILITIES



CLIENTS



Thank You

