

**LogistiCare’s responsibility for the non-emergency medical transport of NYC
Medicaid Managed Care fee-for-service enrollees**

Effective **January 1, 2013** LogistiCare will manage transportation for those individuals who are Medicaid managed care enrollees. *Please note: MLTC –Managed Long Term Care enrollees will not be affected by this change. They must continue to contact their specific plan for transportation benefits.*

All trips must be pre-arranged by an enrollee or medical practitioner and confirmed by LogistiCare. Transportation providers may not request trips. On November 1, 2012 Medicaid managed care enrollees can request transportation services for trips on or after January 1, 2013.

877-564-5922 is the reservation number that enrollees and their caregivers call Monday – Friday 7 a.m. to 6 p.m. to request Non-Emergency Medical Transportation services. All routine trips must be pre-arranged at least 3 days in advance (including the day of the call but not the day of the appointment).

877-564-5923 is the **“Where’s My Ride?”** number that enrollees (or their families or care givers) call when the enrollee needs to be picked up or if there is a service issue or complaint.

Enrollees can request Non-Emergency Medical Transportation services online. Information is provided online at www.NYCMedicaidRide.net. This website contains important information for enrollees, medical practitioners and transportation providers.

866-288-3133 is the reservation number for **deaf or hearing impaired** enrollees.

877-564-5925 is the number for the Facility Services Department. Medical staff can call this number to request Non-Emergency Medical Transportation services for enrollees. The Facilities Services Dept. fax numbers are **877-585-8758** (Brooklyn), **877-585-8759** (Queens), **877-585-8760** (Manhattan), **877-585-8779** (Bronx) and **877-585-8780** (Staten Island).

877-564-5926 is the number to call for hospital discharges.

Requests for routine Non-Emergency Medical Transportation services must be pre-arranged with LogistiCare at least 3 days in advance, as shown in the chart below. Requests for urgent, same day or next day trips are reserved pending confirmation from the medical provider that the enrollee needs to come in as soon as possible.

Three (3) days prior for routine NEMT:	
Appointment is on:	Contact LogistiCare:
Saturday	The Wednesday before
Sunday	The Thursday before
Monday	The Friday before
Tuesday	The Friday before
Wednesday	The Friday before
Thursday	The Monday before
Friday	The Tuesday before