

SOUTHERN NEW YORK ASSOCIATION, INC.



**Welcome to the LogistiCare (LGTC) presentation  
on arranging non-emergency medical  
transportation (NEMT) services for NYC  
Medicaid fee-for-service enrollees.**

**Do you need to take notes?**

**[www.NYCMedicaidRide.net](http://www.NYCMedicaidRide.net)**

**No, you don't. The website is online and contains this entire webinar plus documents you can download, e.g., FAQs that medical providers and Medicaid enrollees ask about accessing NEMT. You can request NEMT services for clients online at that website, too.**

## **What is LogisticCare (LGTC)?**

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- 1. LGTC is a transportation management company with operations in numerous states.**
- 2. Our NYC Operations Center at:  
37-18 Northern Blvd. Suite 120  
Long Island City, NY 11101  
Phone 877-564-5911 (Fax 877-564-5912)**

## What does LGTC do?

1. We authorize requests for NEMT.
2. We help to determine whether the enrollee qualifies for NEMT, and if so, the most appropriate level of transportation.
3. We then schedule & route the trip to a Medicaid-enrolled provider based on the enrollee's medical and mobility needs.
4. We do not credential, contract with or pay local NYC transportation companies to perform the NEMT. That is handled by the State of New York.



## Who is affected, and when?

### **1. Fee-for-service enrollees in need of transportation to a Medicaid-covered service provided by a:**

- Brooklyn-based medical practitioner on or after May 1
- Queens-based medical practitioner on or after July 1
- Manhattan-based practitioner on or after Sept. 1
- Bronx-based practitioner on or after Sept. 1
- Staten Island-based practitioner on or after Oct. 1
- All NYC Medicaid MCO enrollees under the age of 65 will convert to fee-for-service on January 1, 2013 and LGTC will be responsible for their nonemergency medical transportation services.

## Who is not affected?

1. Those whose eligibility is pending. However, if the enrollee is made retroactively eligible, trips can be entered retroactively and submitted for payment by eMedNY.
2. Managed care enrollees in Managed Long Term Care or Medicare Advantage programs.
3. All other Managed Care enrollees until January 1, 2013.
4. Family Health Plus enrollees (including 19 and 20 year olds).
5. Enrollees requesting transport outside their borough unless their transportation has been requested by a medical practitioner in that other borough and no closer medical practitioner is available in their borough.



## What “types” of NEMT are covered?

Six types of transportation services are available for NYC fee-for-service enrollees who cannot walk to their medical practitioner and whose medical practitioner does not participate in PTAR.

### 1. Bus/Subway

- The enrollee lives within 10 blocks of a bus or subway stop.
- The medical facility is within 10 blocks of the bus/subway.
- The enrollee can walk 10 blocks.
- The enrollee understands common signs and directions.

### 2. Ambulatory/Livery

- The enrollee can walk unassisted from the doorway to the curb and board the vehicle.

### 3. Ambulette (two types)

- The enrollee can walk but needs the assistance of trained personnel to walk to and board the vehicle.
- The enrollee is a wheelchair user, requires a lift-equipped or roll-up wheelchair van and the assistance of trained personnel.

## What “types” of NEMT are covered?

4. Stretcher
  - The enrollee cannot walk, is confined to bed, cannot sit up or sit in a wheelchair and does not require medical attention during transport.
5. Non-emergency Ambulance
  - The enrollee cannot walk, is confined to bed, cannot sit up or sit in a wheelchair and requires medical attention and/or monitoring during transport.

Authorization and reimbursement for upcoming out-of-state medically necessary travel expenses can be obtained by contacting LogistiCare.



## Certain Medicare and Medicaid Plans

### Medicare Advantage Plan Members

- All modes of transportation are covered by the Plan, and you would contact the Plan to request services.

### Medicaid Long Term Care Managed Care

- All modes of transportation are covered by the Plan, and you would contact the Plan to request services.

### Medicare Part B

- Medicare covers only ambulance trips to & from the hospital. Any other ambulance transports or ambulette transport are provided by LGTC.

## What is considered urgent?

- It's an unscheduled episodic situation in which there is no immediate threat to life or limb, but the client must be seen on the day of the request and treatment cannot be delayed until the next day.
- Hospital discharges are considered urgent.
- LGTC may verify with the direct provider of the medical service that the need for urgent care exists.

# How do we contact LGTC to request services?

You can contact LGTC by phone, fax or online.

## 1. By phone to request Routine NEMT Services

- Call the Reservation line **877-564-5922** between 7:00 a.m. and 6:00 p.m. Monday to Friday to request routine NEMT.
- A routine trip is an occasional, episodic trip to a Medicaid covered service, e.g., a trip to the doctor in three days.
- Call 72 hours or 3 days in advance for routine NEMT.

Three (3) days' prior notice for routine NEMT	
Appointment is on:	Contact LogistCare:
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

- Call for urgent NEMT 24 by 7.



# How do we contact LGTC to request Standing Order services?

## By phone to request Standing Order NEMT

- Call the Facility Services Dept. at **877-564-5925** between 7:00 a.m. and 6:00 p.m. Monday to Friday to request standing order NEMT. This number is for the exclusive use of medical facilities.
- Standing Order NEMT is regularly reoccurring trips 3 times per week for 3 months or more duration.
- Call 72 hours or 3 days in advance for standing order NEMT.

## By fax to request Standing Order NEMT. Fax the standing order request form (available on this website) 3 days in advance to:

- 877-585-8758 for Brooklyn medical practitioners
- 877-585-8759 for Queens medical practitioners
- 877-585-8760 for Manhattan medical practitioners
- 877-585-8779 for Bronx medical practitioners
- 877-585-8780 for Staten Island medical practitioners



## **Is medical justification for transport still needed?**

**Yes, a new streamlined Medical Justification for Transportation Request form (Form 2015) will be required to substantiate the medical necessity of:**

- 1. Livery**
- 2. Ambulette**
- 3. Wheelchair**
- 4. Stretcher or**
- 5. Non-emergency ambulance transport.**

**It will be necessary whether NEMT is requested by phone, fax or online. The form is available on this web site and is sent to LogistiCare.**

## How to submit the justification form to LGTC?

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**By fax: Keep the signed original of the justification form on file (form is available on this website) and then fax it to:**

- 877-585-8758 for Brooklyn medical practitioners
- 877-585-8759 for Queens medical practitioners
- 877-585-8760 for Manhattan medical practitioners
- 877-585-8779 for Bronx medical practitioners
- 877-585-8780 for Staten Island medical practitioners

**Online: Keep the signed original of the justification form on file and then “attest” online that the physician has signed it.**



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**How often must the justification form be updated?**

**The form only needs to be submitted once, and is only updated if the enrollee's mobility were to change, e.g., from wheelchair to stretcher.**





## **Do I fill out the transportation prior approval request?**

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**The prior approval request form, known as the “pilot form” or the “3897 form,” will not be used any more.**

**Once you make your request to LogisticCare (telephone, fax, or online), your work is done.**



## The “Where’s My Ride?” line

**877-564-5923** 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 enrollee or has not shown up.
- Contacting LogistiCare when the enrollee 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.

## **When can enrollees or medical practitioners begin to request NEMT?**

**Enrollees or medical practitioners can begin to request NEMT services by phone, fax or online on:**

- April 9 for enrollees who need a ride to a Brooklyn medical practitioner on or after May 1.
- June 18 for enrollees who need a ride to a Queens medical practitioner on or after July 1.
- August 20 for enrollees who need a ride to a medical practitioner in Manhattan or the Bronx on or after Sept. 1.
- Sept. 17 for enrollees who need a ride to a Staten Island medical practitioner on or after Oct. 1.

## How soon will the driver arrive?

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1. For “Urgent” transports within 3 hours.
2. For “Routine” or “Standing Order” transports at the scheduled pick-up time or within a 15 minute “window.”
3. If the client says he/she will call for pickup after their medical appointment (referred to as a “Will Call” return) then the driver will arrive within 60 minutes of when LGTC receives the call.



## **What are the LGTC service hours?**

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- 1. Phone, fax or online requests for routine or standing order NEMT are processed Monday to Friday, from 7:00 a.m. until 6:00 p.m.**
- 2. Requests for urgent NEMT are processed 24 by 7.**
- 3. The “Where’s My Ride?” line is answered 24 by 7.**



## **What aspects of a trip request can medical practitioners manage on LGTC's website?**

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- **They can enter a single trip or standing order request for review and approval by a LGTC Facility Services Department staff member.**
- **They can look up and view trip requests.**
- **They can modify or update pending requests.**
- **They can withdraw pending requests.**
- **They can manage and control who at their facility has a LGTC web user account.**

# How to get website access

## Medical Provider Electronic Data Interchange (EDI) Forms

- LGTC offers a secured web portal designed to allow medical facilities to request trips and standing orders from LGTC electronically. LGTC will provide two (or more upon request) administrative logins to the web portal for each medical facility. The medical facility administrators are required to manage access to the web portal for all other users at their facility.
- To use the portal, you must register with our Facilities Services Dept. The attached user forms must be filled out, signed and faxed to the LGTC Facility Services Dept. you normally work with to request transportation services.
- The LGTC Facility Services Dept. will call or fax the user login information to the user. Once your administrative users are setup, those users can create additional logins for other employees at your facility as needed.

## Questions - Discussion

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1. What are your questions?
2. You can email LGTC at **NYC@Logisticare.com**
3. Remember the website:

**[www.NYCMedicaidRide.net](http://www.NYCMedicaidRide.net)**