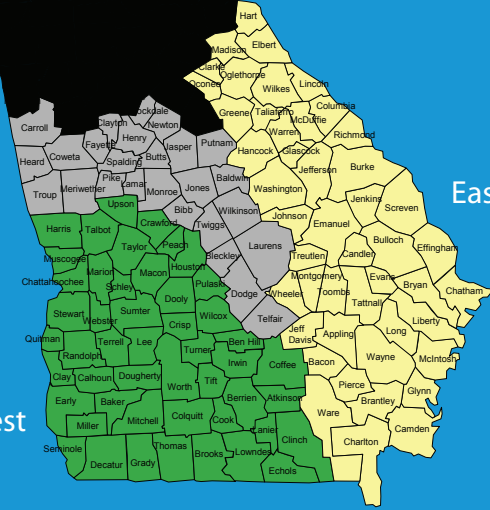


Central

East

Southwest



### East Region

Reservations: 1-888-224-7988

"Where's My Ride?": 1-866-213-6853

Facility Line: 1-888-527-2120

Facility Fax: 1-877-457-3341

### Central Region

Reservations: 1-888-224-7981

"Where's My Ride?": 1-866-429-4061

Facility Line: 1-866-570-6128

Facility Fax: 1-877-601-0613

### Southwest Region

Reservations: 1-888-224-7985

"Where's My Ride?": 1-877-972-5461

Facility Line: 1-866-652-3126

Facility Fax: 1-877-601-9795

On-line: <http://facilityinfo.logisticare.com>



LogistiCare Solutions, LLC

<https://facilityinfo.logisticare.com>

[www.logisticare.com](http://www.logisticare.com)

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## How to Access Non-Emergency Medical Transportation (NET) for Georgia Medicaid Members

## Accessing NET Transportation

LogistiCare manages Medicaid non-emergency medical transportation (NET) for Georgia. All trips must be arranged with and confirmed by LogistiCare. There are three types of service available:

- Ambulatory (able to walk)
- Wheelchair
- Non-emergency ambulance/stretchers

Drivers will escort patients to the reception area of the nursing home or medical facility where an attendant should be waiting. Patients must be able to administer their own oxygen.

Facilities wishing to make transportation arrangements for their patients or arranging standing order\* appointments for their facilities should contact their dedicated social services phone line indicated below at least three days in advance:

### Please note:

- The Facility Line is available 8 a.m. to 5 p.m.
- Schedule updates should be faxed to the appropriate region line.
- Verifiable urgent trips may be accepted with less notice. Urgent trips are hospital discharges, doctor appointments deemed urgent by the physician, or facility transfers.

\* Standing orders are regular appointments recurring at least three times a week for three months (12 weeks) or more. Ask your facility case manager for details.

## Remember

- Trips must be medically necessary. Examples are: doctor visits, counseling, dialysis, methadone treatment, dental appointment, etc.)
- All reservations must be made with at least 72 hours notice prior to the scheduled medical appointment.
- Emergency ambulance transports do not go through LogistiCare.
  - Examples of emergency transports are a sudden life threatening medical situation, significant trauma threatening life or limb, seizures, comas or shock, hemorrhaging, significant respiratory distress, poisoning or drug overdose, etc.
  - Examples of non-emergency ambulance transports are patients confined to a total body cast or is confined to hip spicas and other casts preventing flexation, travel by any other means could be detrimental to the patient's health, patient requires dialysis treatment and has no other available means of transport.

### Please have the following information ready when making a reservation:

- Member Name and ID #
- Pickup Address
- Destination Address
- Date and Time of Appointment
- Return Time (if known)

## Frequently Asked Questions

### What services are provided by LogistiCare?

LogistiCare provides NET for eligible Medicaid members requiring access to covered medical services, such as doctor appointments. Ambulatory, wheelchair and ambulance/stretchers vehicles are utilized. Drivers under contract with LogistiCare will escort patients to the reception area of the medical facility where an attendant should be waiting.

### How do I arrange transportation?

You should arrange transportation at least 3 days in advance of the appointment by calling your dedicated Facility Line, Monday – Friday, 7 a.m. to 6 p.m. After these hours, you may call the regular reservation line.

### When is the best time to call?

Afternoons on Tuesdays, Wednesdays and Fridays are the least busy.

### Does LogistiCare handle hospital discharges?

Yes. LogistiCare will have a transportation provider to the facility within 3 hours of a call.

### What if the vehicle is more than 15 minutes late?

Call LogistiCare's "Where's My Ride?" line.

### What if the patient is going to be late for the pick-up time?

Please contact LogistiCare or the designated provider immediately upon knowing the patient will not be ready by the pre-scheduled pick-up time.

### What if I have a problem with the transportation service?

If you have any problem at all, please contact LogistiCare at the appropriate regional office.

### Can I book a standing order or trip online?

Yes. You may obtain information at <https://facilityinfo.logisticare.com>.