

# Hawaii Health Plans



MEMBERS / RIDERS



TRANSPORTATION PROVIDERS



HEALTHCARE FACILITIES



CLIENTS



# 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 OHANA and Evercare Health Plan 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 nonemergency 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: 866-475-5744

Facility Fax number: 866-475-5745

# Program Details

## Level of Service

### Ohana Medicaid

- Mass Transit, including Handivan Bus Pass
- Ambulatory: Sedan, van, taxi
- Wheelchair lift-equipped vehicle
- Stretcher Van
- Commercial Air for inter-island and mainland flights
- Air Ambulance transportation
- BLS & ALS Ambulance

### Evercare Medicaid

- Mass Transit, including Handivan Bus Pas
- Ambulatory: Sedan, van, taxi
- Wheelchair lift-equipped vehicle
- Stretcher Van
- Commercial Air for inter-island and mainland flights

# What services require prior authorization ?

## Ohana Medicaid

- All trips that exceed 50 miles one way.
- All Air and boat transports
- Door to Door requests will require a medical necessity from the plan authorizing the higher level of service
- Meals and lodging
- Meals and lodging for an approved escort/attendant
- Trips for non-medical appointments
- WIC appointments during pregnancy

## Evercare Medicaid

- All Air and boat transports
- Pharmacy Trips-Only allowed immediately following hospital discharges where need for pharmacy stop has been confirmed by discharge facility personnel. All other pharmacy trips will only be allowed with prior authorization from the plan.
- Meals and lodging
- Meals and lodging for an approved escort/attendant

# Notification Policy

## Ohana Medicaid

- 48 Hours-( 2 business days) are required for all non-urgent transportation request.
- Same day, next day urgent trips, and hospital discharges are done 24/7

## Evercare Medicaid

- 48 Hours-( 2 business days) are required for all non-urgent transportation request.
- Same day, next day urgent trips, and hospital discharges are done 24/7

# Geographical Coverage

## Ohana Medicaid

- Oahu
- Maui
- Molokai
- Lanai
- Kauai
- East Hawaii
- West Hawaii

## Evercare Medicaid

- Kauai
- Oahu
- Maui
- Hawaii

# Hours of Operation

## Ohana Medicaid

- Routine reservations

Monday- Friday 0745-1730

- Routine Reservation Closed Saturdays and Sundays and national holidays
- Calls for trips for Urgent/Same Day appointments/Facility Discharges and Ride Assist are handled 24/7 - 365 days

## Evercare Medicaid

- Routine reservations

Monday- Friday 0745-1630

- Routine Reservation Closed Saturdays and Sundays and national holidays
- Calls for trips for Urgent/Same Day appointments/Facility Discharges and Ride Assist are handled 24/7 - 365 days

# Escort Policy

## Ohana Medicaid

- Only one escort per member is allowed for any member 21 years of age and under. Transport for more than one escort for members 21 years of age and under requires authorization from the OHANA UM team. Escorts for members 21 years of age and older will only be allowed based on medical need and requires authorization from the plan

## Evercare Medicaid

- An additional passenger is allowed if medically necessary to accompany enrollee to their medical appointment. The additional passenger must be 18 years or older.

# Durable Medical Equipment

## Ohana Medicaid

- Members are required to provide all necessary child safety/booster seats, DME, wheelchairs, and oxygen.
- For discharges from an acute facility, LogistiCare will attempt to locate a provider that is able to furnish a wheelchair during transport.

## Evercare Medicaid

- Members are required to provide all necessary child safety/booster seats, DME, wheelchairs, and oxygen.
- For discharges from an acute facility, LogistiCare will attempt to locate a provider that is able to furnish a wheelchair during transport.

# 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)

Attendance for standing orders are verified on a monthly basis and recertification of the members trip information is done on a quarterly basis.