

# LogistiCare

## Transportation Tips



We appreciate your ongoing partnership to improve health outcomes for our Medicaid, Child Welfare and Long Term Care members, your patients. Our team is here to help you understand and solve the complex needs of our members.

**NEW!**

**Sunshine Health  
Member Advocacy  
Escalations:**

1-866-796-0530  
ext. 6037559

**For unresolved problems/complaints:**  
Reach out to our Member Advocacy Escalations Team  
**Monday – Friday, 8 a.m. – 8 p.m. (Eastern)**

**LogistiCare  
Reservations**

1-877-659-8420

**Standard routine reservations:**

**Monday – Friday, 8 a.m. – 5 p.m. (Eastern)**

Members must give 24 hours advance notice (one business day), including the day of the call but not the day of the appointment.

Members can make reservations up to 30 days in advance. Standing orders can be scheduled for a period of 90 days at a time.

**Urgent and same day reservations:**

**24 hours a day, 7 days a week.** Requests for urgent trips, hospital discharges and transfers between facilities will be handled the same day.

**LogistiCare  
Ride Assist  
(Where's My Ride?)**

1-877-659-8421

**Real-time ride assistance line:**  
Help for rides in progress. 24 hours a day, 7 days a week.