



Transportation Services: Quick Reference Sheet

WellCare Medicare: Change effective Jan. 1, 2021

Subcontractor	Benefit	How to Schedule Rides
LogistiCare	<ul style="list-style-type: none"> Plans vary from unlimited rides up to 60 one-way rides per year. Please check with each of the 44 plans. 	<p>Members:</p> <ul style="list-style-type: none"> 1-877-682-9026 Member reservations Monday–Friday, 8 a.m.–5 p.m. Eastern 1-877-682-9027 Member Ride Assistance 24/7 (Where’s My Ride?) 1-866-288-3133 Hearing Impaired (TTY) LogistiCare portal for members to schedule rides Members can schedule and check the status of trips using a mobile app for iOS and Android users Please schedule a ride 72 hours in advance <p>Providers:</p> <ul style="list-style-type: none"> 1-866-252-1566 Provider reservations and Ride Assistance 1-866-779-5242 Facility Fax TripCare Web Portal for providers to schedule and monitor trips

Allwell Medicare: No change

Subcontractor	Benefit	How to Schedule Rides
LogistiCare	<ul style="list-style-type: none"> Allwell Medicare (HMO) offers up to 30 one-way trips to plan-approved locations each calendar year. Mileage limits may apply. Allwell Dual Medicare (HMO D-SNP) offers unlimited one-way trips to plan-approved locations each calendar year. Mileage limits may apply. 	<p>Members:</p> <ul style="list-style-type: none"> 1-877-659-8403 Member reservations Monday–Friday 8 a.m.–5 p.m. Eastern 1-877-659-8404 Member Ride Assistance 24/7 (Where’s My Ride?) 1-866-288-3133 Hearing Impaired (TTY) LogistiCare portal for members to schedule rides Members can schedule and check the status of trips using a mobile app for iOS and Android users Please schedule a ride 72 hours in advance <p>Providers:</p> <ul style="list-style-type: none"> 1-866-252-1566 Provider reservations and Ride Assistance 1-866-779-5242 Facility Fax TripCare Web Portal for providers to schedule and monitor trips If a need arises within the 72 hours advanced notice, call to see if you can be accommodated or visit Allwell.SunshineHealth.com.



Staywell Medicaid: Change effective Feb. 1, 2021

Subcontractor	Benefit	How to Schedule Rides
LogistiCare	<ul style="list-style-type: none"> • Unlimited trips between home, medical appointments, healthcare facilities or a pharmacy. • Routine appointments require a 24-hour notice and scheduled one (1) day prior to appointment. • Services available 24/7, 365 days a year. • Prior approval needed on trips over 100 miles. 	<p>Members:</p> <ul style="list-style-type: none"> • 1-877-659-8420 Member reservations • Monday–Friday, 8 a.m.–5 p.m. Eastern • 1-877-659-8421 Member Ride Assistance 24/7 (Where’s My Ride?) • 1-866-288-3133 Hearing Impaired (TTY) • LogistiCare portal for members to schedule rides • Members can schedule and check the status of trips using a mobile app for iOS and Android users <p>Providers:</p> <ul style="list-style-type: none"> • 1-866-252-1566 Provider reservations and Ride Assistance • 1-866-779-5242 Facility Fax • TripCare Web Portal for providers to schedule and monitor trips

Sunshine Health Medicaid and Child Welfare Specialty Plan: No change

Subcontractor	Benefit	How to Schedule Rides
LogistiCare	<ul style="list-style-type: none"> • Unlimited trips between home, medical appointments, healthcare facilities or a pharmacy. • Routine appointments require a 24-hour notice and scheduled one (1) day prior to appointment. • Services available 24/7, 365 days a year. • Prior approval needed on trips over 100 miles. 	<p>Members:</p> <ul style="list-style-type: none"> • 1-877-659-8420 Member reservations • Monday–Friday, 8 a.m.–5 p.m. Eastern • 1-877-659-8421 Member Ride Assistance 24/7 (Where’s My Ride?) • 1-866-288-3133 Hearing Impaired (TTY) • LogistiCare portal for members to schedule rides • Members can schedule and check the status of trips using a mobile app for iOS and Android users <p>Providers:</p> <ul style="list-style-type: none"> • 1-866-252-1566 Provider reservations and Ride Assistance • 1-866-779-5242 Facility Fax • TripCare Web Portal for providers to schedule and monitor trips



Sunshine Health and Staywell Long Term Care and Comprehensive Long Term Care: Change effective Feb. 1, 2021

Subcontractor	Benefit	How to Schedule Rides
Alivi	<ul style="list-style-type: none"> Unlimited rides to any covered long-term care related services. *Comprehensive members also receive unlimited rides to and from medical appointments. For routine (non-urgent) appointments. Covered Persons must give 24 hours (one business day) notice. Prior approval needed on trips over 100 miles. Non-medical trips like shopping or social events. Must be 18 or older. 	<ul style="list-style-type: none"> Reservation for routine rides and Ride Assistance for members and providers, Monday-Friday 8 a.m. to 5 p.m. Eastern <ul style="list-style-type: none"> Sunshine Health: 1-888-863-0248 (TTY 711) Staywell: 1-888-863-0249 (TTY 711) Transportation support and discharges 24 hours a day Alivi secure portal (Please note: the above is for providers to schedule/book trips). Schedule and check the status of trips using a member mobile app for iOS and Android users.

Staywell's Serious Mental Illness Specialty Plan: Change effective Feb. 1, 2021

Subcontractor	Benefit	How to Schedule Rides
LogistiCare	<ul style="list-style-type: none"> Unlimited trips between home, medical appointments, healthcare facilities or a pharmacy. Routine appointments require a 24-hour notice and scheduled one (1) day prior to appointment. Services available 24/7, 365 days a year. Prior approval needed on trips over 100 miles. 	<p>Members:</p> <ul style="list-style-type: none"> 1-877-659-8412 Member reservations Monday–Friday, 8 a.m.–5 p.m. Eastern 1-877-659-8413 Member Ride Assistance 24/7 (Where's My Ride?) 1-866-288-3133 Hearing Impaired (TTY) LogistiCare portal for members to schedule rides Members can schedule and check the status of trips using a mobile app for iOS and Android users <p>Providers:</p> <ul style="list-style-type: none"> 1-866-252-1566 Provider reservations and Ride Assistance 1-866-779-5242 Facility Fax TripCare Web Portal for providers to schedule and monitor trips



Florida Department of Health's Children's Medical Services Health Plan (CMS): No change

Subcontractor	Benefit	How to Schedule Rides
Medical Transportation Management (MTM)	<ul style="list-style-type: none"> • Unlimited trips between home, medical appointments, healthcare facilities or a pharmacy. • For routine (non-urgent) appointments. Covered Persons must give 24 hours (one business day) notice. Includes day of call but not day of appointment. • Up to two round trips per month for non-medical appointments but limited to member's home county/local area. 	<ul style="list-style-type: none"> • 1-844-399-9469 (TTY 711) Ride schedule line • 1-888-597-1185 Ride assistance (Where's My Ride?) • New requests: <ul style="list-style-type: none"> ○ Monday-Friday 8 a.m. to 7 p.m. Eastern ○ Saturday, 8 a.m. to 5 p.m. Eastern • Transportation support and discharges 24 hours a day/7 days a week/365 days a year • MTM secure portal for members to schedule rides • For transportation providers to view trips in real time: MTM mobile Android or iOS app.

