

YOUR TRANSPORTATION BENEFIT – WHAT YOU NEED TO KNOW

LogistiCare arranges your transportation to and from your healthcare providers. Please follow these simple guidelines when using your transportation benefit.

SAFETY INFORMATION

- Stay in a safe location when waiting for a vehicle.
- Keep your seat belt(s) on and mobility device tied down securely until the vehicle stops.
- Remain seated until your vehicle comes to a complete stop.
- Report any safety hazards.
- Keep wheelchairs or other mobility aids in good condition.
- Do not tamper with or try to operate any vehicle equipment.
- Make LogistiCare aware of any notable physical and/or mental conditions prior to transport.
- Personal wheelchairs and escorts can be accommodated if medically necessary.
- Cancel trips by calling LogistiCare as soon as possible.
- When scheduling transportation, notify LogistiCare of any special transportation needs -- including wheelchairs, canes and walkers.

LOGISTICARE'S COMMITMENT TO SUNSHINE HEALTH PLAN MEMBERS

- Toll-free accessibility to LogistiCare is available by calling any of the following numbers:

Sunshine Health Plan	Reservations	Ride Assistance
Medicaid	877-659-8420/TTY: 711	877-659-8421/ TTY: 711
Child Welfare	877-659-8420 /TTY: 711	877-659-8421/ TTY: 711
Long Term Care	877-659-8414/ TTY: 711	877-659-8415/ TTY: 711

- Trips are scheduled so members arrive on time to their appointment.
- Assistance in and out of the vehicle is available.
- All vehicles have working air conditioning and heat.
- All vehicles are safe, clean, properly equipped and smoke-free.
- All vehicles have working seat belts and/or mobility device tie downs.
- All vehicles have adequate seating with ample space for service animals. Please notify LogistiCare when you schedule your reservation if you will be travelling with a service animal.
- Assistance in maneuvering mobility devices up and down steps is available when required.

SERVICE DELIVERY

- Pick-ups are door-to-door, meaning the main entrance of a home to the main entrance of a building. Drivers are not allowed to enter anyone's home or beyond the main entrance of an apartment building.
- Service is shared ride and most routine distances (within 12 miles) will incur a travel time of about 45 minutes to one hour.

- If a trip is arranged and the return time is uncertain, it is scheduled as a *Will Call*. When you are ready to be picked up, call the ride assist line.

Sunshine Health Plan	Ride Assistance
Medicaid	877-659-8421/ TTY: 711
Child Welfare	877-659-8421/ TTY: 711
Long Term Care	877-659-8415/ TTY: 711

- Please make a reservation with an estimated pick up time in order to avoid wait times associated with Will Calls.
- Will Call expected response time is 5 to 90 minutes.