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Suite 400  
Sunrise, FL 33323

## **FREQUENTLY ASKED QUESTIONS: LOGISTICARE**

### **Who is Sunshine Health's new transportation vendor?**

Sunshine Health is contracted with LogistiCare to administer all non-emergent medical transportation services for our Medicaid, Child Welfare and Long Term Care plans.

### **When does the LogistiCare contract go into effect?**

Monday, August 1, 2016.

### **Why did Sunshine Health select LogistiCare?**

Sunshine Health takes a proactive role in improving the quality of care our members receive. This includes ensuring that they can access the care they need in a safe and compliant manner. LogistiCare adheres to strict Utilization Review Accreditation Commission (URAC) quality standards and is URAC accredited.

### **What transportation services will LogistiCare provide Medicaid, Long Term Care and Child Welfare members?**

LogistiCare will serve as Sunshine Health's administrator for all non-emergent transportation operations. This includes verifying the member's eligibility, trip purpose and mode of transportation. The following transportation services will be offered at no cost to Sunshine Health members:

- Outside the county in which they live as long as it is within the state of Florida.
- Outside the state of Florida to contiguous states or more than 100 miles one way when authorized by Sunshine Health.
- From an emergency room to the member's residence.
- From one hospital to another hospital.
- From a hospital, skilled nursing facility (SNF) or rehabilitation facility to the member's home.
- From a member's home to a SNF.
- From a SNF to a covered service and back to the SNF.
- From a SNF to another SNF or rehabilitation facility.
- From a member's home to hospital for a planned elective procedure or service.
- To a pharmacy after a provider appointment or upon discharge from an acute hospital, SNF or rehabilitation facility.
- From a member's home and back to other covered health care services.

Services will be available 24/7, 365 days a year. There are no limits on the number of non-emergent transportation services a member may receive.

## Will providers be required to assist Sunshine Health members procure transportation services?

As a Sunshine Health network provider, you may be asked to identify transportation needs, set-up Standing Order trips or assist members with completing their mileage reimbursement trip logs. Your transportation-based activities on behalf of our members will be managed through LogistiCare's secure, on-line portal. We encourage you to visit the LogistiCare website at [www.logisticare.com](http://www.logisticare.com) to create your account at <https://facility.logisticare.com/>.

## How will a Sunshine Health member request transportation?

Members can call LogistiCare at any of these numbers or schedule trips through the LogistiCare secure member portal at <https://member.logisticare.com/>.

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

If the member opts to use the online portal, they must schedule one initial trip through the call center first.

## What type of transportation services are offered to Sunshine Health plan members?

There are three types of transportation services available to Sunshine Health plan members.

1. One time transportation requests. Routine appointments require a 24 hour notice and scheduled one (1) day prior to the appointment.
  - Health plan members can make reservations one of two ways:
    - Call the Reservation Center (see above)
    - Access the LogistiCare member secure, on-line portal at <https://member.logisticare.com>
2. Standing orders are trips that are on a recurring, regular basis. Facilities and providers will schedule standing orders on behalf of plan members. These requests can be processed through LogistiCare's secure online portal for providers and facilities at <https://facility.logisticare.com>. If you need assistance completing a standing order request, please call the LogistiCare Facility Line at 1-866-252-1566.
3. Will Call/Ride Assist. If a trip is arranged and the return time is uncertain, it is scheduled as a "Will Call." When the member is ready to be picked up, they call Ride Assist. Hours of operation are 24/7/365. Expected response time is 5 to ninety minutes.

## What modes of transportation are offered?

LogistiCare will provide four (4) modes of non-emergent transportation:

- Ambulatory** – for members who can enter and exit a vehicle with minimal to no assistance. Ambulatory vehicles include public transit buses, vans, sedans, mini-vans, and taxis.
- Wheelchair** – for members who have a disabling physical condition which requires the use of a wheelchair, walker, cane, crutches, or brace and are unable to use a taxi or public transportation.
- Stretcher** – for members who need transport assistance to and from the vehicle and provider

in a reclining position. No flashing lights, sirens, or emergency equipment is required.

- *Non-Emergent Basic Life Support/Advanced Life Support* – for members who need basic or advanced life support services to be safely transported. Conditions that may warrant this type of transportation include when the member is continuously dependent on oxygen that must be administered by trained personnel, receiving IV treatment, is heavily sedated or comatose, or classified as an American Heart Association Class IV patient with heart disease.

### **Is mileage reimbursement offered?**

Yes. Reimbursement is fifty cents per mile. To qualify for reimbursement, the member must call LogistiCare at any of the following numbers Monday through Friday EST between 8:00a.m. and 5:00p.m. up to 30 days in advance but no later than the day of the appointment.

Sunshine Health Plan	Mileage Reimbursement
Medicaid	877-659-8420/TTY: 711
Child Welfare	877-659-8420/TTY: 711
Long Term Care	877-659-8420/TTY: 711

Back dated mileage reimbursements are not allowed.

### **What is the mileage reimbursement process?**

When the member calls in their reservation, they should provide LogistiCare with the name and mailing address of the person to whom the reimbursement is to be made payable. Once the trip is verified, the member will be issued a Reference Number. This Reference Number becomes the member's Mileage Reimbursement Trip/Job number. Members will only be reimbursed for trips on their Mileage Reimbursement Trip Log that includes this number. All Mileage Reimbursement Trip Logs should be mailed to LogistiCare for payment at:

**LogistiCare Claims Department  
503 Oak Place, Suite 550  
College Park, GA 30349**

Each log must be filled out correctly and completely before the member will be reimbursed. Fields include the trip date, medical provider name and phone number, physician/clinician signature, and total number of miles driven associated with that particular visit. Each date of service must have a physician or clinician signature in order for the reimbursement to be approved and must be confirmed with the physician's office before payment will be made