

## **Medicaid Enrollee's Responsibilities and Conduct**

If you or a family member has a car, you should use that car to travel to your medical appointment; you should **not** request medical transportation from LogistiCare.

If you use public transit for daily activities, you are required to use public transit to get to and from your medical care.

**If you do not have a car or family member with a car and you cannot use public transit, you can receive Medicaid funded transportation.**

- **You MUST contact LogistiCare at 844-678-1103 at least 72 hours (3 days) in advance for your ride.** For example, call Monday for an appointment on Thursday.
- When you contact LogistiCare, you must have your **Medicaid ID number, and the name, address, and phone number of your medical practitioner.**
- If you are not satisfied with the behavior or decision of the LogistiCare call services representative, please ask to speak to a supervisor and make your complaint.

**On the day of your transport, you:**

- Must be dressed and ready to board the vehicle at the scheduled pick up time.
- Cannot have alcohol, drugs, or any weapon with you.
- Must use the seatbelt.
- Are responsible for any needed equipment, such as a car seat for a child, or a wheelchair.
- Cannot physically or verbally abuse other riders or the driver.
- Cannot smoke while in the vehicle.

**You must call LogistiCare at 844-678-1104 if:**

- **You are unable to go to your medical appointment.** Please call two (2) hours or more in advance if you need to cancel.
- **The driver is more than 15 minutes late, or the driver did not pick you up.**
- **The driver is driving dangerously, smoking, or abusive to you, or asks you for money.**
- **The heat or air conditioning in the vehicle is not working.**
- **There isn't a seat or seatbelt for you in the vehicle.**
- **The driver of an ambulette did not assist you to and from the vehicle.**
- **It took too long to arrive at your appointment, or arrive back at your residence.**
- **You were in an accident while riding in the vehicle.**