



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Acting Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

April 3, 2015

Dear Medical Practitioner:

The New York State Department of Health (DOH) has contracted with LogistiCare Solutions, LLC (LGTC) to manage Medicaid non-emergency medical transportation services for Medicaid enrollees having Medicaid eligibility through Nassau and Suffolk Counties **effective July 1, 2015**. Initially, LGTC will handle transportation services for Medicaid fee-for-service enrollees only, and the initiative will later expand to include Medicaid enrollees who are members of Medicaid managed care plans as well as those Medicaid enrollees residing on Long Island whose Medicaid eligibility is secured through the New York State Office of Mental Health or the Office for Persons with Developmental Disabilities.

LGTC owns no vehicles and will not provide transportation. Rather, through its administrative contract with DOH, LogistiCare is primarily tasked with:

- accepting all requests for non-emergency Medicaid-funded transportation via a call center, fax, or online;
- assessing medical justification to determine the most medically appropriate mode of transportation for each Medicaid enrollee requesting Medicaid-funded transportation and disseminating approved trips accordingly;
- generating prior authorizations according to the parameters set forth by the DOH;
- accepting, investigating, and resolving complaints from the Medicaid community, including Medicaid enrollees, medical practitioners and transportation vendors; and,
- surveying the Medicaid community to assure the provision of quality transportation services.

Maintaining patient confidentiality is an important requirement of this contract. The contract between DOH and LGTC mandates that LGTC's employees and its automated approval system meet HIPAA compliance standards in order to protect Medicaid enrollee confidentiality. *This requirement allows practitioners to share information necessary to allow LGTC to arrange appropriate transportation.*

The goal of this initiative is to provide safe, reliable, and cost-efficient non-emergency medical transportation for Nassau and Suffolk County Medicaid enrollees. To assist in meeting this goal, LGTC staff will be conducting outreach meetings with medical practitioners to educate them on LGTC's options for arranging transportation and to obtain knowledge on the practitioners' current methods for and issues with requesting transportation services. These meetings are an opportunity to share important information that will facilitate a smooth transition.

The DOH will be hosting a teleconference on **April 29, 2015 at 2:00 p.m.** to provide Long Island-based medical practitioners an opportunity to request information or seek clarification from DOH regarding this initiative. To confirm attendance and receive the required dial-in information, please email the Medicaid Transportation Unit at MedTrans@health.ny.gov.

Your cooperation and assistance plays an important role in this initiative and is greatly appreciated. If there are any questions or concerns, please contact me or my Medicaid Transportation Unit teammates at MedTrans@health.ny.gov or (518) 473-2160.

Sincerely,

A handwritten signature in blue ink that reads "Heidi Seney". The signature is fluid and cursive.

Heidi Seney, Project Manager
Medicaid Transportation Unit
Office of Health Insurance Programs

cc: Mr. Mark Bertozzi
Mr. Robert Schmit
Ms. Amy Sanders
Mr. Robert Harrison
Mr. Joseph Kukura