



LogistiCare®

**NON-EMERGENCY MEDICAL TRANSPORT
of NASSAU & SUFFOLK COUNTY
FEE-FOR-SERVICE MEDICAID beginning July 1, 2015
and MANAGED MEDICAID ENROLLEES beginning
on or before January 1, 2016**

WEBINAR PRESENTATION



ANDREW M. CUOMO
Governor

Department of Health

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.

What is LogistiCare (LGTC)?

- 1. LGTC is a transportation management company, for Nassau & Suffolk County Medicaid enrollees.**
- 2. Our Operations Center is located at:
2 Huntington Quadrangle, Suite 3S10
Melville, NY 11747
Phone 844-678-1101
Fax 844-678-1102**
- 3. LongIslandMedicaidRide.net**

LGTC Gets Enrollees to Medical Care

- 1. We process requests for NEMT—all modes.**
- 2. We determine whether the enrollee qualifies for NEMT, and the most appropriate mode of transportation.**
- 3. We schedule & route the trip to a Medicaid-enrolled provider based on the enrollee's medical and mobility needs.**
- 4. We accept trip requests from Medicaid enrollees and the Ordering medical facilities.**

LGTC Tries to Reduce Barriers To Receiving Transportation

- 1. We meet with advocacy groups and medical practitioners to establish more efficient ways to order trips.**
- 2. We meet with transportation providers to streamline trip referrals and authorizations.**
- 3. We accept and respond to complaints from providers and enrollees.**

Whose Transportation Do We Arrange?

- Every Nassau & Suffolk County enrollee who is fee-for-service (not in a managed care plan).
- As of January 1, 2016 (*or perhaps earlier*) enrollees who are covered under specific Nassau & Suffolk County Medicaid Managed Care plans. This will include OMH and OPWDD enrollees but not FIDA or MLTC enrollees.
- **LGTC is not responsible for any Medicaid Advantage enrollee.**
- **LGTC is not responsible when the cost of transportation is included in the fee paid by Medicaid to a program. That program arranges transportation to and from that program.**

Certain Medicare and Medicaid Plans

Medicaid Advantage

All modes of transportation are covered by the Plan; members must contact the Plan to request services.

Medicaid Enrollees With Medicare Part B

Medicare covers only ambulance trips to & from the hospital or to and from dialysis.

Ambulance transports to other destinations, or ambulette or livery transports, are provided by LGTC.

Modes of Transportation

Six types of transportation services are available for NYC fee-for-service enrollees.

1. Public Transit

The enrollee lives within ½ mile of a public transit stop.

The medical facility is within ½ mile of a public transit stop.

The enrollee can walk ½ mile & understands common signs and directions.

2. Livery

Enrollee can walk unassisted to the curb and board the vehicle.

3. Ambulette (two types)

a) Ambulette/Ambulatory: The enrollee can walk but needs the assistance of trained personnel to walk to and board the vehicle.

b) Ambulette/Wheelchair The enrollee is a wheelchair user, requires a lift-equipped or roll-up wheelchair van and the assistance of trained personnel.

What “types” of NEMT are covered?

5. Stretcher

The enrollee cannot walk, is confined to bed, cannot sit up or sit in a wheelchair and does not require medical attention during transport.

6. Non-emergency Ambulance (including air)

The enrollee cannot walk, is confined to bed, cannot sit up or sit in a wheelchair and requires medical attention and/or monitoring during transport.

7. Out-of-State Transport

Authorization and reimbursement for upcoming out-of-state medically necessary travel expenses can be obtained by contacting LogistiCare.

How Do We Contact LGTC to Request Services?

You can contact LGTC by phone, fax or online.

- Call the Reservation line **844-678-1103** between 7:00 a.m. and 6:00 p.m. Monday to Friday to request routine NEMT.
- A routine trip is an occasional, episodic trip to a Medicaid covered service, e.g., a trip to the doctor in three days.
- Call 72 hours or 3 days in advance for routine NEMT.

Three (3) days' prior notice for routine NEMT			
Appointment is on:	Contact LogistiCare:	Appointment is on:	Contact LogistiCare:
Monday	The Friday before	Friday	The Tuesday before
Tuesday	The Friday before	Saturday	The Wednesday before
Wednesday	The Friday before	Sunday	The Thursday before
Thursday	The Monday before		

- Public Transit Reservations should be scheduled 5 or more days in advance to allow for mailing time of bus tokens.

Contact LGTC to Receive Urgent Care Transportation Urgent Care

Unscheduled, episodic non-emergency situation.

Transportation could not have been requested 72 hours (3 days) in advance.

Call the Reservation number **844-678-1103** (24 by 7) to request urgent care transport.

(LGTC may verify with the medical provider that the need for urgent care exists).

***Always Call LogistiCare on urgent care trips .
Never request the trip via fax or on-line.***

Hospital Discharges Handled Quickly

Hospital discharges is urgent transport which generates an immediate, quick response.

Hospitals can call the hospital discharge number **844-678-1107** (24 by 7) for discharges.

LGTC has the list of specific transportation providers who know your hospital and are ready to respond within the hour. **However, we would like to hear which transportation providers you prefer to transport your patients.**

*Always Call LogistiCare on urgent care trips .
Never request the trip via fax or on-line.*

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How Do You Request Standing Order Services?

Standing Orders: Regularly reoccurring trips, the same pick-up up and drop-off times and locations, at least once a month for 12 months, or 1 or more times per week for 1 or more months' duration.

Call the Facility Services Department 3 days in advance at **844-678-1106**. **Call between** 7:00 a.m. and 6:00 p.m. Monday to Friday. This number is for the **exclusive** use of medical facilities.

Fax the standing order request form 3 days in advance **to 855-848-8640**. The form is available online at LongIslandMedicaidRide.net.

06 (Spend Down) & 07 (Emergency Services) enrollees needing Dialysis

- **LGTC will accept requests for standing order transport for Nassau & Suffolk fee-for-service enrollees in need of transport to and from DIALYSIS whose eligibility is “06” (Spend Down) or “07” (Emergency Services), even when they are ineligible on the requested dates of transport.**
- **These trips will show on the transportation provider’s manifest with a status code 06/07.**
 - **It is the transportation provider’s choice either to take these trips and wait for the FFS enrollee’s eligibility to change to active, or not take these trips.**
 - **If the provider does not accept these trips LGTC will work with you to find a provider that will.**

Is Medical Justification for Transport Needed?

A Medical Justification for Transportation Request form (Form 2015) is required to substantiate the medical necessity of:

1. Livery
2. Ambulette
3. Wheelchair
4. Stretcher or
5. Non-emergency ambulance transport.

The form is available at:
LongIslandMedicaidRide.net.



Form 2015 (4/2015)

Maintain Original in Medical Record

VERIFICATION OF MEDICAID TRANSPORTATION ABILITIES

Patient Name: _____ Patient Date of Birth ___/___/___ Patient Medicaid Number: _____

Patient Address: _____ Patient Telephone: _____

1. Can the patient use mass transit? Yes No If you checked NO, please proceed to #2.
2. In the left column below, please **check** the medically necessary mode of transportation you deem appropriate for this patient:
 - a) Taxi/Livery:** The patient can get to the curb, board and exit the vehicle unassisted, or is a collapsible wheelchair user who can approach the vehicle and transfer without assistance, **but** cannot utilize public transportation.
 - b) Ambulette Ambulatory:** The patient can walk **but** requires assistance.
 - c) Ambulette Wheelchair:** The patient is a wheelchair user, requires lift-equipped or roll-up wheelchair vehicle **and** assistance.
 - d) Stretcher Van:** The patient is confined to a bed, cannot sit in a wheelchair, **and does not** require medical attention/monitoring during transport.
 - e) BLS Ambulance:** The patient is confined to a bed, cannot sit in a wheelchair, **and requires** medical attention/monitoring during transport for reasons such as isolation precautions, oxygen not self-administered by patient, sedated patient.
 - f) ALS Ambulance:** The patient is confined to a bed, cannot sit in a wheelchair, **and requires** medical attention/monitoring during transport for reasons such as IV requiring monitoring, cardiac monitoring and tracheotomy.
3. If you selected letter **(a-f)** above, please use the space below to justify the corresponding mode of transportation by providing **the following required information:**
 - a. Enter **all** relevant medical, mental health or physical conditions and/or limitations that impacts the required mode of transportation for this patient.
 - b. Enter the level of assistance the patient needs with ambulation. (Example – patient requires 2 person assistance, patient requires 1 person assistance etc.)
 - c. Enter the corresponding housing situations that may impact the patient's ability to access the selected mode of transportation. (Example – wheelchair bound patient resides on the 2nd floor of a building with no elevator)

How Often Must the Justification Form Be Updated?

The form only needs to be submitted once and is updated only if the enrollee's mobility changes, (e.g., from wheelchair to stretcher).

Please request Mass Transit if the enrollee can take the subway or bus to your medical facility.

Before requesting ambulette service, please be absolutely sure that the enrollee is unable to walk without assistance. Enrollees who can walk without assistance should travel by livery, not ambulette.

The “Where’s My Ride?” line

844-678-1104 is the “Where’s My Ride?” number used for reporting a complaint or service issue, for example, if the driver is late dropping off or picking up the enrollee or has not shown up.

- “Where’s My Ride?” is answered 24 by 7.

How Soon will the Driver Arrive?

- 1. For Hospital Discharges as soon as possible within a reasonable response time.**
- 2. For “Urgent” transports as soon as possible but not longer than 3 hours.**
- 3. For “Routine” or “Standing Order” transports at the scheduled pick-up time or within a 15 minute “window.”**

WHAT IS THE FACILITY SERVICES WEBSITE

The Facility Services Website (FSW) processes Nassau & Suffolk healthcare facilities NEMT requests online for their Medicaid fee-for-service enrollees. This eliminates the need to call in or fax these requests.

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HOME | NEW RESERVATION | NEW STANDING ORDER | MY REQUESTS | MY REPORTS | MY PROFILE | ADMIN | HELP | LOGOUT

LogistiCare Facility Services - Home Logged in as Amanda Bourier

Dashboard


The table below summarizes the number of trip requests with upcoming dates of service by status.

Date of Service	Pending	Rejected	Approved	Denied
2/5/2011	1	0	0	0
2/6/2011	0	0	4	0
2/8/2011	0	0	1	0
2/14/2011	2	2	4	0
2/16/2011	0	0	1	0
2/18/2011	1	0	0	0
2/21/2011	0	0	1	0
2/25/2011	0	0	1	0
2/28/2011	1	0	0	0
3/1/2011	1	1	1	0

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Disclaimer of Liability

LogistiCare Solutions, LLC provides access to the data and information contained on this Web site as a service to our clients. While the data and information contained on this Web site are based upon actual trip data for each client, due to continuous updates to the data files, we make no warranty or guarantee concerning the accuracy or reliability of the content of the table or reports produced from this Web site.



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FACILITY SERVICES WEBSITE REGISTRATION

3. This displays the **Medical Facility EDI Administrator User Form**

LogistiCare
**Medical Facility
EDI Administrator User Form**
Please Type or Print Clearly

Date: _____
Facility Name: _____
Mailing Address: _____
Phone Number: _____ Fax Number: _____
Medicaid Provider Number or NPI Number: _____

Access: Select one option:
 Add New Administrative User
 Inactivate Administrative User
 Password Reset

User Name: _____
User Email Address: _____
User Job Title: _____

By signing this form, I hereby agree that:

- I will abide by all federal and state regulations pertaining to protected health information (PHI) including the Health Insurance Portability and Accountability Act ("HIPAA").
- I will only provide portal access to employees at my medical facility that have a need to request or review transportation requests.
- I will remove terminated users or users who no longer need access to the portal immediately.
- LogistiCare may remove portal access for me or my medical facility at any time, with or without cause.
- I will use the system in accordance with LogistiCare's documented instructions.
- I will not share my user ID or password with another user.
- I understand that the intentional entry of invalid or false information is unlawful and may have significant adverse legal repercussions.
- I will notify LogistiCare immediately if I believe a security incident has occurred.

User Signature: _____ Date: _____
Witness Signature: _____ Date: _____
Witness Name: _____ Title: _____
(Witness must work at the same medical facility)

TO BE COMPLETED BY LOGISTICARE FACILITY DEPARTMENT:
User ID Assigned: _____
Employee Completing Request: _____
Date Completed: _____

What Are LGTC Service Hours?

Phone, fax or online requests for routine or standing order transports are processed Monday to Friday, from 7:00 a.m. until 6:00 p.m.

Hospital Discharge and Urgent Care transports are processed 24/7.

The “Where’s My Ride?” line is staffed 24/7.

QUESTIONS AND ANSWERS

1. LGTC website:

LongIslandMedicaidRide.net

**The Department of Health has
released the following policy
statements.
For your information.**

Alert from DOH for Medical Practitioners

Internet-initiated and faxed requests for transportation must be sent to LGTC no later than 72 hours prior to the appointment to ensure sufficient time for processing. If you have a hospital discharge please call LGTC at **844-678-1107**.

If you have an urgent care request (e.g., an urgent medical care appointment), or a request for transports that must occur within the next two days, please call LogistiCare at **844-678-1103**.

Alert from DOH for Medical Practitioners

The Department of Health has instructed LogistiCare not to process any trips submitted by transportation providers.

If the trip is not requested by the medical facility or practitioner, [the transportation provider] will not see the trip on [his/her] manifest and will not be reimbursed by the Department of Health.



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**THIS CONCLUDES THE WEBINAR
PRESENTATION**

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