

List of Essential Contacts for Nassau and Suffolk County Enrollees

Starting July 1, 2015, ModivCare, formerly LogistiCare, is responsible for managing non-emergency medical transportation (NEMT) services for **Medicaid fee-for-service enrollees** (*i.e., those not in a managed care plan*) who are **receiving Medicaid-covered service in Nassau and Suffolk Counties**. In subsequent months ModivCare will be responsible for Nassau and Suffolk County Managed Long Term Care (MLTC) enrollees.

When can I or my medical practitioner begin to contact ModivCare to request a ride?

1. June 17 for Nassau and Suffolk enrollees who need a ride to a medical practitioner on or after July 1, 2015.

All trips must be pre-arranged and confirmed by ModivCare.

Key Contact Information

844-678-1103 is the **reservation** number that enrollees, their families/care givers or medical providers call **Monday – Friday 7 a.m. to 6 p.m.** to schedule a trip request for the enrollee. Except for hospital discharges and urgent trips, all trips must be pre-arranged **72 hours or 3 days in advance**. The three days includes the day of the call but not the day of the appointment. For example, call on Monday for an appointment on Thursday. **Urgent and hospital discharge trips can be called in 24 by 7.**

866-288-3133 is the reservation number for **deaf or hearing-impaired** enrollees.

844-678-1104 is the **“Where’s My Ride?”** number that an enrollee (*or their families/caregivers*) call when the enrollee needs to be picked up or if there is a service issue. For example, if transportation is late dropping off or picking up the enrollee.

<http://www.longislandmedicaidride.net> is the website with documents and more information about arranging NEMT services for fee-for-service Medicaid enrollees. You can also request NEMT services online at that site.