



May 20, 2015

Dear Medicaid Enrollee:

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 that are residents of Nassau and Suffolk counties **effective July 1, 2015**.

As a result of this change effective **July 1, 2015**, LogistiCare, on behalf of the New York State Department of Health, will assume responsibility from Suffolk County for all mileage reimbursement and Public Transit requests. This change will also result in new processes being put in place to both schedule trip requests and to request reimbursement. The new processes will affect both mileage reimbursement requests and Public Transit requests. Below is an outline of the new procedures.

Beginning June 17, 2015, enrollees can begin scheduling trips for July 1, 2015 and beyond by calling (844) 678-1103.

Mileage Reimbursement Trip Requests

- All mileage reimbursement trip requests must be called into LogistiCare **prior to the trip taking place**.
- At least three (3) business days prior to the date of the requested trip, enrollees must contact the LogistiCare Reservation Line at **(844) 678-1103**.
- Enrollees should download the **DOH Mileage Reimbursement Form** from the **Enrollee/Download** page online at www.longislandmedicaidride.net. This form can also be requested by calling (844) 678 - 1103. ***This form must be completed by the physician or facility.***
- All completed forms will be processed and reimbursed by LogistiCare at the DOH-approved rate.
- All completed **DOH Mileage Reimbursement Forms** should be mailed or faxed to LogistiCare for processing.

Mailed forms should be sent to:

**LogistiCare Claims
798 Park Avenue NW
Norton, VA. 24273**

Forms may be faxed to:

(276) 973-1280.

Public Transit Trip Requests

- All Public Transit trip requests must be called into LogistiCare **prior to the trip taking place**.
- Enrollees should contact the LogistiCare Reservation Line at **844-678-1103** no later than **three (3)** days prior to the date of the trip to have the trip pre-authorized.
- Once the trip is authorized, LogistiCare will mail the enrollee a Suffolk County Transit Pass, good for one round trip.
- LogistiCare suggests that enrollees contact LogistiCare as early as possible to insure that Bus Passes are received in time for the date of the trip.
- Enrollees who travel on a regular basis to specific appointments may schedule all of their trip requests at the same time. LogistiCare will then send the correct number of Bus Passes required to accommodate all scheduled requests.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy Sanders", with a stylized flourish at the end.

Amy Sanders, Project Administrator
Medicaid Transportation Unit
Office of Health Insurance Programs

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