

LogistiCare New Jersey Facility Network FAQs

Q. How can the Facility Department help?

A. LogistiCare maintains a facility department dedicated to handling the needs of nursing homes, hospitals, dialysis, mental health and substance abuse clinics. A dedicated staff and phone number is available to book transportation needs from these facilities. The phone number is 866-527-9945. It is suggested that you fax your trip requests in to save time on the phone and make most efficient use of your time. The fax number is 866-457-3316. You will find instructions and forms for arranging a standing order or single trips included in the answers found below.

Q. How much notice is needed to book a trip reservation?

A.

Two business days notice prior to the date of the scheduled appointment is necessary.

For clients enrolled in the United Healthcare Community Plan Medicaid Managed Care, Three business days notice prior to the date of the scheduled appointment is necessary.

All trips, including Dialysis, must be received by 12:00 noon or it will be processed the next day. For an example, for a Wednesday appointment, the cutoff is 12:00 noon on Monday. A request received after noon on Monday would be for an appointment on Thursday.

Once their appointment is finished, they or some one at the office they visited will call the "Where's My Ride" phone number 866.527.9934 and request that transportation be sent to pick-up the client. The transportation provider will be dispatched and will have ninety (90) minutes to pick-up the client.

Q. What happens if a trip is booked and no transportation provider arrives to take the client to the appointment?

A. LogistiCare maintains a staff to resolve any issues when a transportation provider is late or fails to show at the scheduled time. A dedicated phone line is available to call to find out the status of the ride. The line is called the "Where's My Ride" and the phone number to call is 866-527-9934.

Q. What happens if we don't know what time the client's appointment will be over and no time is arranged in advance for their return ride?

A. If the client is enrolled in United Healthcare Community Plan Medicaid Managed Care (MMC): the client will call the "Where's My Ride" phone number 866.483.9520 and request that transportation be sent to pick-up the client. The transportation provider will be dispatched and will have ninety (90) minutes to pick-up the client.

Q. What if a Facility has an urgent/same day trip?

A. Urgent/same day trips can be booked through LogistiCare. Such trips should be for true urgent conditions where a physician is requiring the client be seen the same day or next day. All urgent/same day trips will be verified with the physician's office for medical necessity. If it is a case where the trip was just not called in timely, then in those cases, the appointment should be rescheduled so that transportation can be booked providing the three business day notice.

If the client is enrolled in United Healthcare Community Plan Medicaid Managed Care (MMC) the Facility uses the same Facility Line. 866-527-9945.

Q. What are examples of Urgent Trips?

A. Examples of such trips are doctor appointments deemed urgent by the physician, Dialysis, Wound Care, Chemotherapy, and Radiation.

Q. What if a Facility has an emergency trip?

A. Emergency ambulance trips are not arranged through LogistiCare. If an emergency ambulance trip is needed, 911 should be called.

Q. What are examples of emergencies?

A. Sudden life threatening medical situations, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose and any situation where immediate medical relief or treatment is necessary.

Q. How do hospitals arrange discharges?

A. Hospitals contact the Facility Line at 866-527-9945 and select the discharge prompt. No Medical Necessity Form is needed for hospital discharges. Dedicated call takers are assigned to handle discharges. Once the discharge is arranged, the transportation provider has three (3) hours to respond and pick-up the patient.

If the client is enrolled in United Healthcare Community Plan Medicaid Managed Care the hospitals contact the Facility Line at 866.527.9945 and select the discharge prompt. No Medical Necessity Form is needed for hospital discharges. Once the discharge is arranged, the transportation provider has three (3) hours to respond and pick-up the patient.

Q. How are out of state trips arranged?

A. Trips for client travel out of state are booked with LogistiCare, using the same process that other trips are booked as long as they are to a Medicaid reimbursable service. Any out of state trips that require travel beyond the next county in the neighboring state will be approved pending authorization from NJ Medicaid.

Q. Will transports to Veteran's Hospitals be covered?

A. Yes trips to Veteran's Hospitals will be covered for Medicaid eligible clients.

Q. At what levels of service will clients travel?

A.

The level of service describes the type of service needed to transport a client. A client can travel by one of several levels of service based on their physical needs as described below:

- **Ambulatory/Livery** - This is a client who is able to walk on their own or with the assistance of a walker or cane and able to be picked up and dropped off at the curb. This is curb to curb transportation.
- **MAV/Ambulatory** - These will be clients that are able to ambulate on their own or with a walker or cane to the vehicle and ride in a normal seat within the vehicle but due to either physical weakness or mental impairment must be accompanied by MAV level staff from inside of the pick-up facility, where the client is handed off to them, to inside of the drop-off facility where they are handed off to either staff or family to assure their safety.
- **MAV/Wheelchair** - These will be clients confined to a wheelchair that due to either physical weakness or mental impairment must be accompanied by MAV level staff from inside of the pick-up facility, where the client is handed off to them, to inside the drop-off facility where they are handed off to either staff or family to assure their safety.
- **MAV-Wheelchair 02** - These will be any clients in a wheelchair that requires Oxygen be PROVIDED and MONITORED by the transportation provider.
- **BLS** - These will be clients who are unable to be transported in any manner other than on a stretcher.
- **Basic Life Support with Oxygen** - This is for ANY patient that requires transportation on a stretcher and needs Oxygen to be PROVIDED and MONITORED by the transportation provider.
- **ALS/SCTU**- This is only for clients that are enrolled in United Healthcare Community Plan Medicaid Managed Care (MMC). This is only for Non-Emergency Advance Life Support Transports.

Q. For which clients can transportation be arranged with LogistiCare and what geographic areas are covered?

A.

LogistiCare covers clients in **Medicaid Fee for Service (FFS)** program in the following areas and for the noted levels of service:

- All 21 Counties throughout the State of NJ for all levels of service.

LogistiCare covers clients in **Medicaid Managed Care (MMC)** programs in the following areas and for the noted level of service.

- Clients residing in all 21 Counties at the Ambulatory LOS.
- **Clients who are enrolled in the United Healthcare Community Plan Medicaid Managed Care (MMC): as of March 1st, 2011 all levels of service, including ALS/SCTU will be covered through LogistiCare.**
- **Clients who are enrolled in the United Healthcare Community Plan Medicaid Managed Care (MMC) and are Ambulatory; are only covered for trips over 30 Miles.**

Q. What is a Standing Order?

A. To eliminate the need to arrange trips for clients who have three or more trips to the same facility each week, a standing order form and process has been created. This allows a facility to arrange trips in advance for a client scheduled for trips three days or more a week to the same location. Examples are: Dialysis, Mental Health, and Substance Abuse. A Standing Order for a client is good for three months and will be recertified by the LogistiCare staff to make sure the trip continues to be necessary. The facility will be asked to provide information at that time, but the facility will not have to submit a new standing order.

Q. Who fills out the Standing Order Request Form?

A. Standing orders must come from the Facility representatives. Example: Dialysis Clinics, Mental Health and Substance Abuse Clinics. Nursing Homes may book the first three trips for a client in need of Dialysis. The Facility Department will then contact the Dialysis Clinic to secure a Standing Order for the client for future trips.

Q. How can I get a Standing Order Request Form?

A. A copy of the Standing Order Request Form is located at this web site and can be downloaded for your convenience.

Q. Where do I send the Standing Order Request Form?

A. The Standing Order Request Form should be faxed to LogistiCare at 866-457-3316.

Q. What is a Medical Necessity Form and who completes it?

A. Medical Necessity Forms are completed for any client who requires a level of service of Ambulatory/MAV, MAV/ Wheelchair or BLS Ambulance. A physician completes the Medical Necessity Form and determines the Level of Service by which the client will travel. The Medical Necessity Form should accompany a Standing Order Request Form or a Single Trip Request form and is faxed to LogistiCare's Facility Department at 866-457-3316.

Q. How many times does the Medical Necessity Form need to be completed?

A. The Medical Necessity Form only needs to be completed once unless the level of service changes and then an updated form should be submitted. Some times a client has a condition that requires them to have a higher level of service because they may be recovering from surgery or an injury. In that case a Medical Necessity Form should be submitted detailing the condition that requires the higher level of service. Once the client recovers and they will be returned to their regular level of service.

Q. How can I get a Medical Necessity Form?

A. A copy of the Medical Necessity Form is located at this web site and can be downloaded for your convenience.

Q. What if a facility has multiple trips to book for different clients?

A. The facility can fill out Single Trip Request Forms for the various clients for trips up to 30 days in advance and fax them into LogistiCare at 866-457-3316. Again, two business days notice is required for routine trips.

Q. How can I get a Single Trip Request Form?

A. A copy of the Single Trip Request Form is located at this web site and can be downloaded for your convenience.

Q. What if a facility has multiple trips to book for a single Member?

A. LogistiCare will update this FAQ with a process for how to submit multiple trips for a single client or multiple trips for multiple clients within the next few days. In the meantime continue to fax Single Trip Request Forms.