

Non-Emergency Medical Transportation (NEMT/LogistiCare)

Ensuring Transportation for Medicaid Patients

What is NEMT?

- Transportation to Medicaid appointment
- Covered by Medicaid (HUSKY)
- Includes all Medicaid covered services, including mental health
- CT Department of Social Services (DSS) contracts with private company (LogistiCare) for transportation
- DSS required to ensure LogistiCare compliance with all contractual requirements

Rules for NEMT in Connecticut

How is mode of transportation decided? Bus or Taxi?

- LogistiCare must conduct an interview and individual medical evaluation of the patient and parent/guardian/escort.

How long must a patient wait for transportation?

- Pick up from home - no more than 15 minutes wait time
- Pick up from medical provider - up to 45 minutes wait time

How does a patient schedule transportation?

- Request transportation two business days before appointment

Contractual rules for transportation

- Mode of transportation (bus or taxi) dependent on distance to medical provider and medical condition of patient and parent/guardian/escort
- Medical provider within 15 miles of patient's home
- Taxi may transport more than one family at once

Wait times for calls to LogistiCare

- Initial call to LogistiCare - wait time up to 5 minutes
- Hold time/call resolution time - wait time up to 20 minutes
- Courteous service by LogistiCare staff required

Exceptions to the Rules

What happens if a patient needs exceptions to the rules?

The medical provider should be the ultimate decision maker about transportation needs. The patient and the medical provider can request an exception to the rules.

How do I request an exception?

To notify LogistiCare of the need for an exception, call or use the Physician Transportation Restriction Form or Companion Referral Form. See online link to forms on reverse.

Exceptions that can be requested

- Urgent - patient needs transportation to medical provider in less than 48 hours
- Mode - patient must ride in a taxi rather than a bus
- Distance - patient needs to see provider more than 15 miles from his/her residence
- Patient cannot ride with unrelated passengers
- Multiple companions required - both parents, nurse, etc.

Complaints

Inappropriate Service

Patient and provider have the right to complain about service.

- Complaint procedure/information must be provided by LogistiCare during each call
- Complaint may be lodged by phone or online
- Complaint must be recorded by LogistiCare
- Response from LogistiCare is required

Contesting Denial of Transportation

If LogistiCare refuses requested transportation, they must provide written notice of the right to appeal that decision.

- Covers denial, reduction or termination of transportation
- Notice must be in writing
- Separate written explanation for each instance of denial
- LogistiCare/DSS must offer opportunity for appeal before hearing officer

Center for Children's Advocacy Medical-Legal Partnership Project
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LogistiCare Connecticut website:

<https://facilityinfo.logistiCare.com/ctfacility/Home.aspx>

LogistiCare forms online for download:

<https://facilityinfo.logistiCare.com/ctfacility/Downloads.aspx>

Medical providers and patients have had ongoing problems with LogistiCare.

To share problems with LogistiCare or for assistance to address an ongoing transportation problem, please complete the form below and/or contact Bonnie Roswig: browig@kidscounsel.org or 860-545-8581.

Name and Title (optional) _____

Email _____ Phone _____ Location _____

Date of problem with LogistiCare _____

Problems (check all that apply)

____ Long wait time on phone with LogistiCare

____ LogistiCare rude on phone

____ Taxi late

____ Taxi early

____ Taxi did not come

____ Refusal of taxi ride that was needed in less than 48 hours

____ Refusal of mode of transportation needed (bus instead of taxi)

____ Refusal of ride request by medical provider

____ Refusal of transportation based on location of medical provider

____ Unrelated patients in taxi despite order of medical provider

____ Taxi picked up paying riders

____ Taxi driver rude and/or inappropriate

____ Requested bus pass at least 5 days before medical appointment but it arrived too late

____ Patient taking bus because so many problems getting the taxi

____ Other problems or issues _____

Complaints (check all that apply)

Did LogistiCare provide information about complaint procedure? ____Yes ____No

Did patient or provider tell someone about the complaint? ____Yes ____No

If not, please say why _____

If you complained, did LogistiCare call you back? ____Yes ____No

If LogistiCare called you back, what happened? _____

Appeals

If LogistiCare said NO to a ride (taxi or bus, certain doctor, etc) were you told you could appeal? ____Yes ____No

Did you get anything about your right to appeal in writing? ____Yes ____No

To discuss issues with Non-Emergency Medical Transportation, please contact Attorney Bonnie Roswig:
browig@kidscounsel.org or 860-545-8581