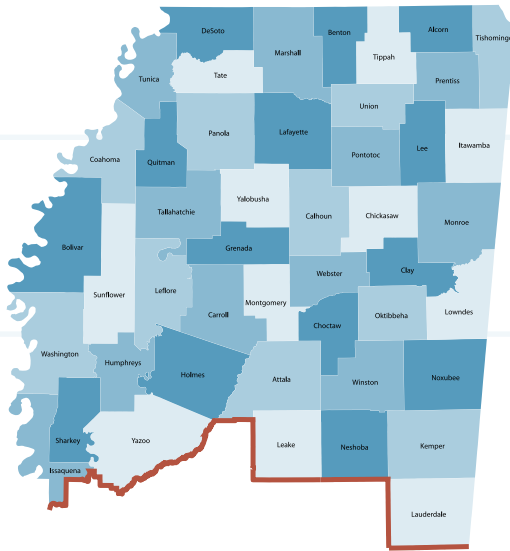


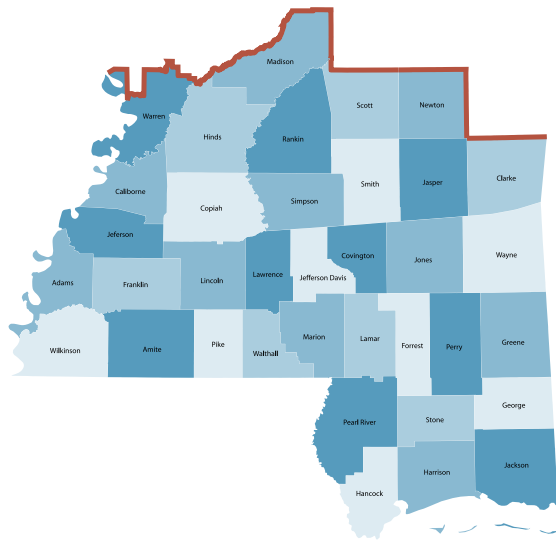
LogistiCare Ride Assistance

“Where’s My Ride?”



North: 1-866-334-3794

South: 1-866-331-6006



LogistiCare®

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LogistiCare Solutions, LLC
1929 Dunbarton Drive
Jackson, MS 39216

How to Use
Non-Emergency
Medical
Transportation (NET)
for
Mississippi
Medicaid Beneficiaries



Mississippi Recipient Brochure

Your NET Service

Q. Who can receive a ride to medical appointments?

A. Rides to medical appointments are for people who are on Medicaid and have no other way to get a ride. Your medical problem should not be an emergency. If you have an emergency you should call 911.

Q. When should I call to ask for a ride?

A. Call at least 3 days before you need a ride to your medical appointment. If you do not call at least 3 days before, you may not be able to get a ride. You can get a ride, with less than 3 days notice, only for special medical trips, such as when a person is being released from the hospital. The number to call is 1-866-331-6004.

Q. Who decides what time you will be picked up for your ride?

A. LogistiCare will decide what time you will be picked up. We will do this by figuring out how long it will take to drive to your medical appointment.

Q. Who decides what kind of ride I will get?

A. LogistiCare will ask you questions about your health and the kinds of things you can do. Your answers will help us decide what kind of vehicle will be used for your ride.

Q. Who can call to ask for a ride?

A. You can call to ask for a ride, or someone in your family, or a person who takes care of you can call for you. Your medical office can also call.

Q. How do I get rides for trips that I need to take on a regular schedule, like to dialysis?

A. Tell a LogistiCare customer service person what you need. They will call your medical office and ask them to send us a form that says you need regular rides. We will make sure that you get the rides until you or your medical office tells us that you don't need them anymore.

Q. When I ask for my ride, can I also ask for a company that I prefer to give me the ride?

A. Whenever we can, we will be happy to send the company you prefer for your ride.

Q. What if my ride is late, or there is some other problem with my ride?

A. If your ride is more than 15 minutes late or there is some other problem you should call us at 1-866-334-3794 (North) or 1-866-331-6006 (South). We will do everything we can to help you.

Q. What if I want to complain about my ride or another part of the service?

A. If you have a problem with your ride or service call us at 1-866-331-6004 and we will help you.

How to Get a Ride

The kinds of rides we provide are:

for people who can walk, for people who are in a wheelchair, and for people who need to lie down (not an emergency).

Call 1-866-331-6004 to get a ride to your medical appointment.

Remember:

- All rides must be for a medical reason like a doctor appointment or dialysis.
- You must ask for a ride at least 3 days before you need it.
- Have your Medicaid ID number ready when you call for a ride.
- Be ready at least 15 minutes before your ride is scheduled to arrive and look for the vehicle.