
Scheduling a Ride

To schedule a ride, call the LogistiCare reservation line Monday through Friday 8:00 AM to 5:00 PM. Please call at least 3 business days before your medical appointment.

Region 1: 866-910-7688

Abbeville	Anderson
Cherokee	Edgefield
Greenville	Greenwood
Laurens	McCormick
Oconee	Pickens
Saluda	Spartanburg

Region 2: 866-445-6860

Aiken	Allendale
Bamberg	Barnwell
Calhoun	Chester
Clarendon	Fairfield
Kershaw	Lancaster
Lee	Lexington
Newberry	Orangeburg
Richland	Sumter
Union	York

Region 3: 866-445-9954

Beaufort	Berkeley
Charleston	Chesterfield
Colleton	Darlington
Dillon	Dorchester
Florence	Georgetown
Hampton	Horry
Jasper	Marion
Marlboro	Williamsburg

For more information on LogistiCare in South Carolina, visit us at:

<http://memberinfo.logisticare.com/>

Where's My Ride?

Please call our "Where's My Ride" line if:

- Your transportation is running more than 15 minutes past your pick up time and you have not heard from the driver
- You have finished at your appointment and are ready to go home
- If you have problems or concerns with your ride

Region 1: 866-910-7689

Region 2: 866-445-9962

Region 3: 866-445-9964

TTY - 866-288-3133

To report fraud & abuse call:
888-364-3224

Si desea solicitar este folleto en español por favor llame al 866-910-7689.

LogistiCare Solutions, LLC
2011 by LogistiCare
All Rights Reserved

-
- **DO YOU NEED A RIDE FOR A MEDICAL APPOINTMENT?**
 - **DO YOU HAVE A HEALTHY CONNECTIONS MEDICAID CARD?**
-

**South Carolina
Medicaid Members**

LogistiCare®

South Carolina
HealthyConnections

FREQUENTLY ASKED QUESTIONS:

Q. What are the requirements to receive non-emergency medical transportation?

A. Transportation is for Healthy Connections Medicaid members who need to see a doctor, go to other medical visits or go to the drug store. The Member's medical condition should not be an emergency.

FOR EMERGENCIES DIAL 911.

Q. When should I call for a ride?

A. To schedule a ride, call the LogistiCare reservation line Monday through Friday 8:00 AM to 5:00 PM. Please call at least 3 business days before your medical appointment. Urgent trips may be accepted with less than 3 days notice.

Q. What do I need to have when I call for a ride?

- A.
- Medicaid ID number
 - Pick-up address & phone number
 - Appointment date & time
 - Doctor's name
 - Doctor's address & phone number

Q. How will I know what time to be ready for my ride?

A. LogistiCare will tell you what time to be ready. If the pick-up time changes, we will call you.

Q. What type of transportation will I get?

A. LogistiCare will ask if you can walk or if you require the use of a wheelchair and will then provide the best type of transportation for your needs.

Q. Who will be taking me to my appointment?

A. LogistiCare will schedule the type of transportation to meet your needs.

Q. Who can call to request my ride?

A. You, a relative, caregiver, nurse or doctor.

Q. How do I get a ride for repeat appointments like dialysis?

A. Ask your medical provider to help schedule rides for you.

Q. What if the ride is late or I have other problems with transportation?

A. If your ride is 15 minutes past pick up time, please call our "Where's My Ride" line.

A LogistiCare Customer Service Representative is ready to answer your questions and set up rides. We take reservation calls Monday through Friday from 8:00 AM to 5:00 PM.

Remember:

- ✓ Rides must be for doctor appointments, dialysis, x-rays, laboratory work, drug store, or other medical appointments.
- ✓ It is best if you call for a ride 3 business days before your scheduled appointment. Urgent trips may be accepted with less than 3 days notice (24 hour access).
- ✓ Call with:
 - Medicaid ID number
 - Pick-up address and phone number
 - Appointment date and time
 - Doctor's name, address, and phone number

What to expect from LogistiCare:

- Protected personal and medical information
- Courteous, on-time service
- Respect for your transportation needs

**LogistiCare Solutions, LLC
545 N. Pleasantburg Drive
Suite 202
Greenville, SC 29607**

Notice of Non-Discrimination



The South Carolina Department of Health and Human Services (SCDHHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCDHHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCDHHS provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Janet Bell, ADA and Civil Rights Official, by mail at: PO Box 8206, Columbia, SC 29202-8206; by phone at: 1-888-808-4238 (TTY: 1-888-842-3620); or by email at: civilrights@scdhhs.gov.

If you believe that SCDHHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Official using the contact information provided above. You can file a grievance in person or by mail or email. If you need help filing a grievance, we are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or by phone at: 800-368- 1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Language Services

If your primary language is not English, language assistance services are available to you, free of charge. Call: 1-888-549-0820 (TTY: 1-888-842-3620).

si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-549-0820 (TTY: 1-888-842-3620).

تتوافر لك بالمجان. اتصل برقم 888-549-0820 (رقم هاتف الصم اولبكم: 888-842-3620).

خدمات المساعدة اللغوية

كنت تتحدث ذاك اللغة، فإن

إذا

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-549- 0820 (TTY: 1-888-842-3620).

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-549-0820 (телетайп: 1-888-842-3620).

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-549-0820 (TTY: 1-888-842-3620).

Se você fala português do Brasil, os serviços de assistência em sua lingua estão disponíveis para você de forma gratuita. Chame 1-888-549-0820 (TTY : 1-888-842-3620)

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-549-0820 (TTY: 1-888-842-3620)

Falam tawng thiam tu na si le tawng let nak asi mi 1-888-549-0820 (TTY: 1-888-842-3620) ah tang ka pek tul lo in na ko thei.

धयद आप हद बोलते ह तो आपके िलए मु त म भाषा सहायता सेवाएं उपल ध ह। 1-888-549-0820 (TTY: 1-888-842- 3620) पर कॉल कर।

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-549- 0820 (TTY: 1-888-842-3620)번으로 전화해 주십시오.

Haka tawng thiam tu na si le tawng let asi mi 1-888-549-0820 (TTY: 1-888-842-3620) ah tang ka pek tul lo in ko thei.

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-549-0820 (ATS: 888-842-3620).

နမ့်ကတိၤ ကညီၤ ကျိၣ်အယိၣ်, နမၤန့ၣ် ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢ်ဘျၣ်လၢ်စ့ၤ နီတမံၤဘၣ်သ့န့ၣ်လီၤ. ကိး 1-888-549-0820 (TTY:1-888-842-3620)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ፡ 1-888-549- 0820 (መስማት ለተሳናቸው፡ 1-888-842-3620)።

အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် ၎င်းအတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။
ဖုန်းနံပါတ် 888-549-0820 (TTY: 888-842-3620) သို့ ခေါ်ဆိုပါ။