

Your Responsibilities:

To call LogistiCare at least 3 days ahead of your appointment date. You are not guaranteed transportation if you do not call with at least three days notice.

To notify LogistiCare as soon as you know if your appointment is cancelled to prevent any unnecessary trips for our local transportation companies.

To request transportation to the nearest medical facility or doctor providing the type of treatment you need.

Be dressed and ready to leave your home at the pick-up time. Your driver is required to wait up to 10 minutes from your pick-up time to transport you.

You are responsible for your personal items once aboard the vehicle. Please do not give them to your driver.

There is no eating, drinking or smoking allowed in the vehicle. Riders are required to wear seat belts.

Your driver is not allowed to stop anywhere but the health care facility of your appointment. Please do not ask them to transport you anywhere else.

Please be respectful and courteous of other riders and your driver while aboard the vehicle.

Please notify LogistiCare if you change your address or no longer need transportation.



How to Access Non-Emergency Medical Transportation (NET) for Georgia Medicaid Members

LogistiCare®

LogistiCare Solutions, LLC

<https://memberinfo.logisticare.com>

www.logisticare.com

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LogistiCare is the company that arranges your non-emergency (NET) Medicaid transportation. When you call us we contact local transportation companies and notify them of your next appointment at a health care facility where you will be using your Medicaid card.

LogistiCare does not handle emergency transportation. In case of an emergency, call 911.

Arranging transportation through LogistiCare is easy. All transportation must be arranged at least 3 business days (Monday - Friday 7 a.m. to 6 p.m.*) before your appointment.

When you call LogistiCare, you will need to tell the customer service representative the following:

1. Current Medicaid number.
2. The time and day of your appointment.
3. The address and phone number of the facility you will be visiting.
4. The reason for the appointment.

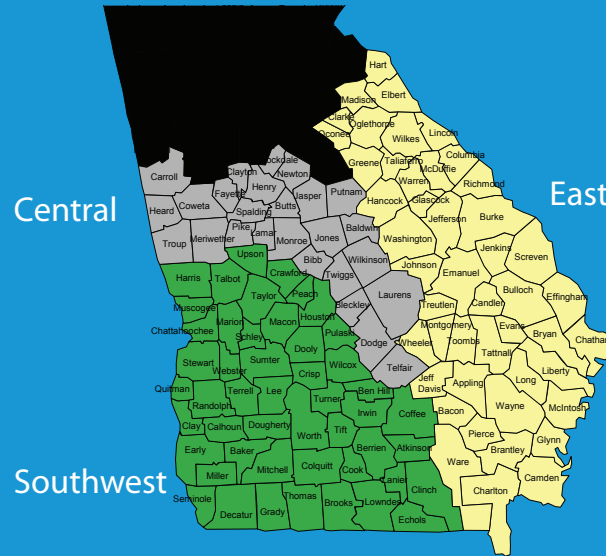
Make sure you write down the confirmation number you are given when you call. If you have any questions or concerns, you will need this number for prompt service.

You should not use non-emergency (NET) Medicaid transportation if you have any other means to your medical appointment. The NET service is designed for those without adequate transportation to needed health care.

*Urgent trips may be accepted with less notice. They include hospital discharges, doctor appointments considered urgent by the doctor, or a facility transfer.

Making a Reservation

To make a reservation, call your local LogistiCare reservation line at least 3 business days in advance of your trip need.



Central Region

Reservations: 1-888-224-7988

“Where’s My Ride?”: 1-866-213-6853

East Region

Reservations: 1-888-224-7981

“Where’s My Ride?”: 1-866-429-4061

Southwest Region

Reservations: 1-888-224-7985

“Where’s My Ride?”: 1-877-972-5461

Book Online:

<https://memberinfo.logisticare.com>

What to expect from your driver...

- Prompt and courteous door-to-door service
- To pick you up from your place of residence and drive you to your medical appointment
- Assistance into and out of the vehicle
- To obey all traffic laws
- To notify you if he or she will be more than 10 minutes late

Occasionally a driver may ask you if you can be a little flexible with your pick-up time. You are not required to change your pick-up time if asked. However, your flexibility will help to assure more people can get transportation to their health care appointments that day.

Reporting a service issue...

If transportation is running more than 15 minutes late and you have not heard from your driver, simply call LogistiCare’s toll-free “Where’s My Ride?” number. When you call, give your confirmation number and LogistiCare will call your driver and let you know where they are and when you can expect your ride to arrive.

Where’s My Ride?

East Region: 1-866-213-6853

Central Region: 1-866-429-4061

Southwest Region: 1-877-972-5461