

If you have previously scheduled a reservation with us and would like to schedule a reservation online, please go to <https://member.logisticare.com>. For general information and frequently asked questions please go to <https://memberinfo.logisticare.com>.



How to use **Non-Emergency Medical Transportation (NET)**

For the
State of Nevada Medicaid

LogistiCare[®]

LogistiCare Solutions, LLC

www.logisticare.com

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LogistiCare[®]

LogistiCare is the company that arranges your non-emergency (NET) Medicaid transportation. We book trips to medical appointments for all of the Nevada Medicaid recipients who are eligible for NET services.

Your Responsibilities:

- You are encouraged to call or schedule online with LogistiCare at least 5 business days ahead of your appointment date or 30 days in advance.
- Please request transportation to the nearest appropriate medical facility or doctor providing the type of treatment that you need.

If you qualify for curb-to-curb:

- Be dressed and ready to leave your home 15 minutes before the established “pick up time”.
- Be ready to leave by your scheduled return time, or call LogistiCare if there is a change at 1-888-737-0829.
- Know your driver is not allowed to stop anywhere but the established health care facility of your appointment. Please notify LogistiCare immediately if you need a pharmacy stop.
- Please be respectful and courteous to other riders and drivers when you are aboard the vehicle.
- LogistiCare does not handle emergency transportation. In case of emergency, call 911.

Reservation Requirements:

- *Your name, address and phone number.*
- *Your Medicaid number.*
- *The Doctor/Clinic's full name, address and phone number.*
- *The time of your appointment.*

To Make a Reservation Call 1-888-737-0833

“Where’s My Ride?” 1-888-737-0829

Use this number to call if your transportation is late arriving or you need a return ride home.

Hearing-Impaired Members Call TTY 1-866-288-3133

Use this number for reservations to and from a facility or for assistance if your transportation is late in arriving.

What to Expect from LogistiCare:

- Confidentiality with all of your personal and medical information.
- Courteous, prompt service when booking your trips.
- Respect for your transportation needs.
- Explanations on why we may need more information or why a trip is denied.

Frequently Asked Questions

How do I qualify? If you currently have full Medicaid you may qualify for transportation assistance. You must have no other way to get to your medical appointments. Your appointments must be for a Medicaid covered service (Pharmacy trips included).

What if I have a car & can drive? We may be able to reimburse you, your friends, or family to take you to your appointments. Don't forget to ask about this program when you call and schedule your trip.

What kind of ride will I get? You will receive the level of transportation that is most appropriate for you based on your medical condition. If you live within $\frac{3}{4}$ mile of a bus line, you may be eligible for bus passes. You may be eligible for other transportation; please contact us at 1-888-737-0829 for more information.

How do I arrange my transportation? It's easy! You are encouraged to call at least 5 business days in advance before your appointment, Monday through Friday between 8am and 5pm. The Reservation phone number is toll-free 1-888-737-0833. Confirmed urgent appointments may be scheduled 24 hours a day, 7 days a week.

How do I cancel my ride?

If you need to cancel your trip, please call as soon as possible. Please call 24 hours in advance or at least 1 hour prior to your pick up time. You may cancel 24 hours a day, 7 days a week by calling 1-888-737-0829.

What if my ride is late? 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 1-888-737-0829.