

Utilization Review of Requests and Determining the Appropriate Type of Transportation

There are seven steps that LogistiCare uses to review a request for non-emergency medical transportation services from a Medicaid member or a medical provider:

1. Is the individual an active Medicaid member and eligible for transportation?
 - a. LogistiCare receives eligibility data from the state, and has online access to the state file if there is a question concerning an individual's eligibility status.
2. Can the member walk to his/her medical provider?
 - a. Members who live within ½ mile of their medical practitioner and whose health and mobility are such that the member can safely walk that distance (weather permitting) should walk, and not request NEMT services from LogistiCare.
3. Is where the member asks to be taken a Medicaid covered service?
4. Is the service provided by a Rhode Island Medicaid enrolled provider?
5. Does the member have an appointment at the medical provider?
6. Is the type of transportation being requested appropriate and medically necessary in light of the member's medical condition and mobility?
 - a. Our staff will ask questions to assess the member's mobility and any special needs. Based on the answers to those questions LogistiCare will determine what level of service (mass transit, ambulatory, wheelchair, stretcher, basic life support or advanced life support) best meets the member's mobility and medical needs.
7. Is the timing of the request in keeping with the required advance notice?
 - a. According to Medicaid policy requests for routine non-emergency medical transportation should be received two business days in advance. Business days are Monday through Friday.
 - b. Requests for urgent transportation are taken 24 by 7 but LogistiCare will have to speak to the medical provider if the member says that he/she needs urgent transportation. The medical provider must say that the member needs to come in today and that treatment cannot be delayed to another day. Otherwise the member will have to reschedule your appointment.

855-330-9131 is the **reservation** number that members call Monday – Friday 9:00 a.m. to 5:00 p.m. to request NEMT services. All routine trips must be pre-arranged at least two (2) business days in advance (*2 days includes the day of the call but not the day of the appointment*). For example, call Monday to request NEMT services on Wednesday.

Requests for urgent, same day or next day trips are reserved pending confirmation from the medical provider that the member needs to come in as soon as possible.

Two (2) business days' prior notice is required for routine NEMT, not counting the day of the appointment.
Call Monday for transport Wednesday
Call Tuesday for transport Thursday
Call Wednesday for transport Friday, Saturday or Sunday
Call Thursday for transport Monday
Call Friday for transport Tuesday