

## Complaints

Your driver has the right to file a complaint. This includes complaints about pick-up times, waiting times, safety, and the conduct of passengers. Here is what happens if a complaint is filed:

LogistiCare will research the complaint and find out what happened.

-If we find out the complaint is valid, we will tell you what we think happened and what we would like you to do next time.

-If a second complaint is filed and we find out the complaint is valid, we will tell you what we think happened and what we would like you to do next time. We will also tell you about possible consequences if the behavior continues.

-If a third complaint is filed and we find out the complaint is valid, we will tell you what we think happened and what we will do to fix the problem. That might include bringing an escort with you for future trips, using public transit, or using gas reimbursement.

-If we continue to receive complaints, LogistiCare will ask others for help in resolving the problem. This might include DHHS, your doctors, or your caregiver.

## Contact Information

Please call LogistiCare if you have any questions.

### Region 1:

Reservation Line: (866) 910-7688

Ride Assist Line: (866) 910-7689

### Region 2:

Reservation Line: (866) 445-6860

Ride Assist Line: (866) 445-9962

### Region 3:

Reservation Line: (866) 445-9954

Ride Assist Line: (866) 445-9964



# Rider



Safety

# Handbook



Responsibility

Accountability  
ANSWERABLE  
ownership  
**ACCOUNTABILITY**  
duty obligation  
reliable COMMITMENT  
responsibility

# LogistiCare®

The Nation's Leading Transportation Management Solution



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## Rider Rights

### Information

You have the right to receive accurate information you can understand about your transportation. If you speak another language or just don't understand something, you will be helped.

### Transportation

You have the right to safe transportation. Drivers must drive safely and follow all state and local laws. Drivers must do their best to pick you up and drop you off at the scheduled times. Drivers may request to pick you up early.

### Respect

You have the right to respectful treatment. You have the right not to be discriminated against by your driver or by other riders.

### Complaints

You have the right to file a complaint. This includes complaints about pick-up times, waiting times, safety, and the conduct of drivers or other riders. This also includes complaints about LogistiCare and the conduct of LogistiCare staff. Complaints may be called into any LogistiCare phone number. LogistiCare's phone numbers are on the last page.

## Rider Responsibilities

### Information

You are responsible for providing correct information to LogistiCare and to your transportation provider.

### Cancellations

You are responsible for notifying LogistiCare if you need to cancel your trip. Please call as soon as possible so LogistiCare can tell the transportation provider. LogistiCare's phone numbers are below.

### Pick-Up Times

You are responsible for being ready at your scheduled pick-up time. Your driver needs to pick you up and also pick up other riders. Your driver will not be able to wait more than ten (10) minutes past your scheduled pick-up time. After ten (10) minutes you are considered a "no-show" for your ride. Your ride will be cancelled at that time.

### Transportation

You are responsible for obeying all state and local laws including wearing the provided safety belts. You must obey immediately any request or suggestion from the driver about safety. You must obey all posted rules.

### Respect

Your driver has the right to respectful treatment. Your driver has the right not to be discriminated against by you or by other riders (including escorts). You are responsible for treating your driver and other riders with respect. You must not use vulgar or offensive language.

### Packages

Your driver is only able to transport you and any medical equipment (like a wheelchair or walker). You may not bring other packages (like groceries or presents) on the vehicle.



# 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](mailto: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 ၎င်းအတွက်စီစဉ်ဆောင်ရွက်ပေးပါမည်။

ဖုန်းနံပါတ် 888-549-0820 (TTY: 888-842-3620) သို့ ခေါ်ဆိုပါ။