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

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.

For more information on LogistiCare in South Carolina, visit us at: http://memberinfo.logisticare.com/

DO YOU NEED A RIDE FOR A MEDICAL APPOINTMENT?

DO YOU HAVE A HEALTHY CONNECTIONS MEDICAID CARD?

South Carolina Medicaid Members
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.

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

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