

LogistiCare Reservations

1-866-527-9933

**LogistiCare
"Where's My Ride?"**

1-866-527-9934

LogistiCare Delivers Transportation Management that Works. LogistiCare is the nation's leading manager of medical transportation programs for government agencies, managed care organizations, self-funded insurers, hospitals, transit authorities and school boards. The company currently manages more than 1,000 transportation providers and coordinates more than 18 million trips for more than 6 million people each year.



LogistiCare Solutions, LLC

**How to Access
Non-Emergency Medical
Transportation (NEMT)**

for

**NJ Family Care/Medicaid
Clients**

Frequently Asked Questions

Q. Who can receive a ride to medical appointments?

A. Rides to medical appointments are for people who are on Medicaid/NJ Family Care and have no other way to get a ride. Your medical problem should not be an emergency.

If you have an emergency call 911.

Q. When should I call to ask for a ride?

A. Call at least **2 business days** before you need a ride to your medical appointment. If you do not call at least **2 business days** before, you may not be able to get a ride.

You can only get a ride with less than 2 days' notice for special medical trips, such as when a person is being released from the hospital or if the appointment is considered to be urgent by your doctor. The number to call is **1-866-527-9933**.

Q. Who decides what time I will be picked up for my ride?

A. LogistiCare will determine the pick-up time based on how long it takes to get you to your medical appointment on time.

Q. Who decides what kind of ride I will get?

A. LogistiCare will ask you about your health and walking ability. Your answers will help us decide what kind of vehicle will be used for your ride.

Q. Who can call to ask for a ride?

A. You, someone in your family, or a person who takes care of you can call for your ride.

Q. How do I get rides for trips that I need to take on a regular schedule, like to dialysis?

A. Tell a LogistiCare customer service person what you need. They will call your medical office and ask them to send us a form that says you need regular rides. We will make sure that you get rides until you or your medical office tells us that you don't need them anymore.

Q. Can I ask for a specific transportation company I prefer to give me a ride?

A. Whenever we can, we will be happy to send the company you prefer for your ride.

Q. What if my ride is late?

A. If your ride is more than 15 minutes late from the pick-up time, you should call the LogistiCare **"Where's My Ride?"** line at **1-866-527-9934**. We will do everything we can to help you.

Q. What if I want to complain about my ride or another part of the service?

A. If you have a problem with your ride or service, call us at **1-866-527-9934**.

How to Get a Ride

The kinds of rides we provide are:

- For people who can walk without another person's help. (Essex and Hudson Counties only.) If you live in any other county you will need to contact your local county board of social services.
- For people who need assistance walking or are in a wheelchair.
- For people who need a stretcher (not an emergency).

Call 1-866-527-9933 to get a ride to your medical appointment

Remember:

- All rides must be for a medical reason like a doctor appointment or dialysis.
- You must ask for a ride at least **2 business days** before you need it.
- Please have the following ready when you call for a ride:
 - Your NJ FamilyCare/Medicaid ID number
 - Your pick-up address and zip code
 - Name, phone number and address of medical provider
 - Appointment time and date
 - Special transportation needs
- Please be ready and waiting at least **15 minutes** before your ride is scheduled.