

Transportation for health care appointments just got easier!



With the Molina Medicare Options Plus HMO SNP Plan, we offer a supplemental non-emergency transportation benefit to get you to and from health care appointments. Using this benefit is as easy as ABC!

ACCESS

How do I access the benefit?



Call LogistiCare's toll-free reservation line to book your trip. A referral from your Primary Care Physician (PCP) is not required..

Why does LogistiCare verify that I attended my medical appointment?

LogistiCare will verify your eligibility and medical appointments with the provider to ensure that:

- The appointment is for a covered medical service or covered supplemental service.
- The service is used appropriately.
- The service was received.

Medical privacy is very important to all of us. LogistiCare will only verify that you attended the appointment where the covered service was received. This is the only information that will be collected.

BENEFIT

What is the benefit?



Non-emergency transportation to and from medical and dental appointments. This benefit includes transportation home from a hospital or ambulatory surgery center. It also includes rides to and from your dentist, eye doctor, pharmacy, urgent care center, and other places where you receive covered medical and supplemental services.

Trips for any other appointments are not covered under this benefit. Non-medical appointments will not be covered.

How many trips do I get?

\$0 Copay for 36 one-way trips to a Plan-approved health care location every calendar year.

Are trips to the emergency room covered?

You can certainly use this service for urgent care. However, if you need emergency care, dial 911 and request an ambulance. Ambulance transportation is covered under your ambulance benefit and does not count as one-way trip under this supplemental benefit.

How are one-way trips counted?	<p>Every location that you are taken to and/or picked up from is considered a “leg” or one-way trip. Here is an example:</p> <ol style="list-style-type: none"> 1. You go to your doctor for a medical appointment – this is considered one leg or one one-way trip. 2. From the doctor you go to the dentist – this is another leg or a 2nd one-way trip. 3. On the way home you are dropped at the pharmacy to pick up medication – this is another leg or a 3rd one-way trip. 4. After the pharmacy you return home – this is another leg or a 4th one-way trip. 						
How far will the driver travel?	<p>Transportation over 50 miles one-way requires prior authorization from our Utilization Management (UM) Department. LogistiCare or our Member Services Department can assist you. If you have to travel more than 50 miles one-way on a consistent basis to the same Plan-approved location and our UM Department authorizes the trips, LogistiCare will put in their notes so prior authorization will not be required each time you call to reserve a ride. Transportation out of the service area is permitted to connected counties.</p>						
Who can call to request transportation for me?	<p>You can place the call directly, but note that Members must be at least 16 years old to arrange for this benefit. Others who can call and request transportation on your behalf include:</p> <ul style="list-style-type: none"> • Your parent, legal guardian, or authorized representative. • Your Plan Case Manager, other Plan representative, medical providers, and/or facilities (hospitals, medical centers, etc.). 						
How do I schedule a trip?	<p>Call LogistiCare’s toll-free reservation line, 3 business days before your scheduled ROUTINE appointment to book your trip. LogistiCare Customer Service Representatives are available 24-hours a day, 7 days a week.</p> <table border="1" data-bbox="407 1077 1526 1297"> <thead> <tr> <th data-bbox="407 1077 1003 1161">Routine appointments - 3 Day Advance Reservation</th> <th data-bbox="1003 1077 1526 1161">Urgent/Discharges - Same Day Call</th> </tr> </thead> <tbody> <tr> <td data-bbox="407 1161 1003 1213">Immunizations</td> <td data-bbox="1003 1161 1526 1213">Hospital Discharge</td> </tr> <tr> <td data-bbox="407 1213 1003 1297">Routine Medical Visits (Doctor, Dental, Pharmacy, and Vision Rides)</td> <td data-bbox="1003 1213 1526 1297">Urgent Care Facility</td> </tr> </tbody> </table>	Routine appointments - 3 Day Advance Reservation	Urgent/Discharges - Same Day Call	Immunizations	Hospital Discharge	Routine Medical Visits (Doctor, Dental, Pharmacy, and Vision Rides)	Urgent Care Facility
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What if I call with less than 3 business days advance notice?	<p>If you call LogistiCare for a ROUTINE appointment with less than a 3 business day notice, you will be denied transportation and asked to reschedule your appointment. However, if your appointment is an URGENT/same day appointments, facility DISCHARGE (from a hospital, ambulatory surgery center, etc.), LogistiCare will try to find a ride for you.</p>						
What information will I need to provide?	<p>You should have the following information on hand when placing a call:</p> <ul style="list-style-type: none"> • Your full name, current address, and telephone number. • Your Molina Medicare Membership ID #. • The name, address, and telephone number of the medical provider you need transportation to/from. • The date and time of your medical appointment. • The medical reason for your transportation request. • The type of appointment (doctor, dentist, therapy, etc.). 						

Can I pick the mode of transportation?	<p>No. LogistiCare will provide you the most appropriate mode of transportation based on your specific needs and abilities.</p> <ul style="list-style-type: none"> • Ambulatory sedan, van, or taxi. • Wheelchair lift-equipped vehicle if you physically require this mode. • Volunteer drivers. Mileage reimbursement is available if you have someone who will drive you to/from your appointment. <p>Stretcher van or commercial air trips are not covered under this benefit. If needed, LogistiCare may contact your doctor to verify the right mode of transportation for you.</p>
Do I need to bring my own Durable Medical Equipment (DME) equipment?	<p>You must provide your own DME equipment (wheelchairs, canes, etc.). For discharges or on a case-by-case basis, LogistiCare will attempt to dispatch a transportation provider that has a collapsible wheelchair on their vehicle if you do not have your wheelchair at the time of discharge. If LogistiCare cannot find a provider who is available to accept the trip, then LogistiCare will transfer you back to our Member Services Department to help.</p>
When will my ride arrive?	<p>The transportation provider may call you to schedule your ride. Your ride may arrive up to 15 minutes before or after the scheduled pickup time. You should be ready to leave when the driver arrives.</p> <p>If you have a scheduled trip back from your appointment, you should be picked up within 15 minutes after your appointment is over.</p> <p>If you must call LogistiCare to arrange for pickup after your appointment, your ride should arrive in less than 60 minutes. If your driver is more than 15 minutes late call the toll-free LogistiCare Ride Assist Line.</p>
Who do I call if I need to cancel or reschedule?	<p>Call the toll-free LogistiCare Ride Assist Line with ANY changes to your appointment. Please call as soon as you know of the change.</p>
Can my friend or family member ride with me to the appointment?	<p>One additional passenger or escort is allowed on a space-available case-by-case basis.</p>
Will the driver pick-up other riders?	<p>LogistiCare may multi-load rides. This means that there may be other members traveling to their appointments in the same vehicle with you. Multi-loading is permitted so long as no member travels 45-minutes longer than if he/she traveled directly. Multi-loading will not affect your ability to make it to your appointment on time.</p>
What are the limitations and exclusions of this benefit?	<p>Meals and lodging are not covered. LogistiCare will not schedule the trip if it is for:</p> <ul style="list-style-type: none"> • Non-covered services. • Over the trip limit (more than 50 miles one-way). • For an excessive distance. • If you have reached your trip limit. <p>LogistiCare will transfer you to our Member Services Department for approval or denial of the services.</p>

How do I get mileage reimbursement when a friend or family member drives me to my appointment?

In order for you or your designated driver to be reimbursed for mileage to transport you to/from Plan-approved medical appointments you must complete the following steps:

- Call the LogistiCare reservation line prior to the date of the appointment and supply the following information:
 - ▶ The date of the trip(s).
 - ▶ Departure and arrival information.
 - ▶ The name of the person who will be reimbursed for providing you with transportation.
- LogistiCare will mail you a trip voucher.
- Follow the instructions on the voucher.
- LogistiCare will mail you or your designated driver a reimbursement check.

What happens when I exhaust my benefit?

Your Medicaid health plan may cover additional trips to your PCP and selected providers.

CONTACT

How do I contact LogistiCare?



Reservation (Schedule Ride) (866) 475-5423
Ride Assist (Where's My Ride?) (866) 474-5331
(TTY/TDD:) (866) 288-3133
Customer Service Hours: 24/7, 365 Days a Year, www.logisticare.com.

Requests for ROUTINE reservations will not be accepted on national holidays, New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas.

This does not apply to URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls can be made 365 Days/Year.

Who do I call if I have problems?



If you need help, please call our Member Services Department at (866) 440-0127 (TTY/TDD: 711), 7 days a week, 8 a.m. – 8 p.m. local time or visit www.MolinaMedicare.com.

Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare. Premiums, co-pays, co-insurance and deductibles may vary based on the level of Extra Help you receive; please contact the plan for further details. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or co-payments/co-insurance may change on January 1 of each year. This information is available for free in other languages. Please call our customer service number at (800) 665-3086, (TTY/TDD: 711), 7 days a week, 8 a.m. – 8 p.m., local time. Esta información está disponible gratuitamente en otros idiomas. Por favor, comuníquese a nuestro número de teléfono para servicio al cliente al (800) 665-3086, (TTY/TDD: 711), los 7 días de la semana, de 8 a.m. a 8 p.m., hora local. This is an advertisement.