



State of Wisconsin
Department of Health Services

Scott Walker, Governor
Kitty Rhoades, Secretary

Medicaid and BadgerCare Plus Member Q&A Non-Emergency Medical Transportation

I have heard that something happened with LogistiCare, the non-emergency medical transportation manager. Is this true?

Yes. Beginning August 1, 2013, Medical Transportation Management, Inc. (MTM, Inc.) will be the state's new non-emergency medical transportation manager. MTM will begin scheduling and paying for rides to covered Wisconsin Medicaid and BadgerCare Plus appointments for members who have no other way to get to the appointment.

Please keep in mind, you should keep calling 1-866-907-1493 (voice) or 1-866-288-3133 (TTY) to schedule non-emergency medical transportation rides.

Has anything changed, at this time?

No. You will continue to schedule and get your medical rides from LogistiCare until MTM, Inc. begins scheduling and paying for rides on August 1, 2013.

What does this mean to me?

Nothing will change if you are a BadgerCare Plus or Medicaid member and you schedule rides to covered health care appointments through LogistiCare. You will keep scheduling and getting these rides through LogistiCare, until MTM, Inc. begins providing rides.

You will be notified of this information early this summer through the mail in a member update.

Do I still call the same phone number to get a ride?

Yes. Keep calling 1-866-907-1493 (or TTY 1-866-288-3133) to schedule your rides. The phone number that you use to schedule rides to covered services will NOT be changing.

Remember, you will still need to call at least two business days before a routine appointment to schedule a ride. If you do not call two business days before an appointment, LogistiCare may not be able to provide you with a ride and you may have to reschedule your appointment. You may call up to a month ahead of your appointment. Urgent calls can be made 24 hours per day 7 days a week.

What should I do if my ride is late?

If your ride is more than 15 minutes late, you should call LogistiCare's "Where's My Ride" number at 1-866-907-1494, to ask about your ride.

Please Remember...

If you have no other way to get to your covered health care appointments, please call 1-866-907-1493 (or TTY 1-866- 288-3133) to schedule your rides.

What you need to make an appointment — You must have all the items listed below, when you call to request a ride. If you do not have all of the items listed when you call, you may have to call back:

- Your name, street address and telephone number;
- Your ForwardHealth ID number (This is the 10-digit number on your ForwardHealth card);
- The street address and the phone number where you want to be picked up at;
- The name, phone number, address and zip code of the health care provider you have an appointment with;
- The date and time of your appointment;
- What kind of appointment you have (doctor's visit, check-up, eye appointment, etc.); and
- Any other needs you might have when getting a ride, including your physical ability to walk.

Urgent appointments — If you have an urgent appointment and cannot wait two business days to go to an appointment, a ride may be provided within three hours. You can schedule urgent rides 24 hours a day, 7 days a week. Your health care provider may be contacted to confirm you have an urgent appointment. Forgetting to schedule a ride ahead of time is not an urgent ride.

Regularly scheduled appointments — If you have regularly scheduled appointments with the same health care provider three or more times a week, your doctor can keep working with LogistiCare to schedule rides.

On the day of your appointment

- You must be ready for your ride at the time you were told your ride was coming. If you are more than 10 minutes late, you may miss your ride.
- If you need to stop at a pharmacy or a lab on the way home from an appointment, please request this additional stop when scheduling your ride or calling the "Where's My Ride Line" at 1-866-907-1494, prior to your trip home. All stops ahead of time must be approved.
- If a minor child is going to an appointment, only a parent or caregiver may accompany them.
- Parents or guardians are responsible for providing any car seats or booster seats for the ride.
- If an adult is going to an appointment, only a medically needed escort is covered to ride along to the appointment.

Other ways to get to your appointments — You may get a bus ticket or pass to go to your appointment, if you live near a bus stop and your appointment is on a bus route.

Making a complaint — You can make a complaint at any time by calling 1-866-907-1494. Your complaint may be about things like having difficulty getting a ride, long waiting times or rude drivers. Be sure you have your ForwardHealth ID number, your ride confirmation number and the time of the ride you had concerns about.