

LogistiCare is the company that arranges non-emergency medical transportation (NEMT) for the state of Connecticut. Medical appointments for HUSKY A, C and D Medicaid recipients are currently being booked.

LogistiCare does not handle emergency transportation. In case of an emergency, please call 911.

What to expect from LogistiCare:

- Confidentiality with member's personal and medical information
- Courteous and prompt service when booking all trips
- Respect for members and their transportation needs
- Explanations for why more information is needed and why trips are denied

For Frequently Asked Questions  
Please Visit:

<https://memberinfo.logisticare.com/ctmember/FAQ>



## How to Access Non-Emergency Medical Transportation (NEMT) for State of Connecticut Department of Social Services

# LogistiCare®

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[www.LogistiCare.com](http://www.LogistiCare.com)  
<https://memberinfo.logisticare.com/ctmember/FAQ>

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# LogistiCare®

## Who Qualifies for NEMT?

Members who are currently enrolled in Husky A, C or D may qualify for transportation assistance. The member must have no other way to get to their medical appointments. All appointments must be for a Medicaid covered service. However, some exclusions may apply.

## What kind of transportation is available?

Members will receive the level of transportation that is most appropriate based on their medical condition.

## Following options offered:

- Mass Transit
- Gas Reimbursement
- Livery (Door to Door)\*\*\*
- Wheelchair Accessible vans are available

\*\*\*Requests other than Mass Transit must have approval for medical necessity

## Member Responsibilities

- If qualified for mass transit, reservation must be made 5 business days before appointment in order for the pass to arrive on time
- If qualified for gas reimbursement, livery (door to door) or wheelchair, reservation must be made 2 business days before appointment
- Request transportation to the nearest medical facility/doctor providing the necessary treatment type
- For livery (door to door) or wheelchair service, member must be ready to leave residence 15 minutes before the established "pick up time". The driver is required to wait 15 minutes from the "pick up time"

**The member must notify call center representative of any special needs or restrictions at the time the reservation is made**

## The following is needed to book a trip:

- Member's name, address (including apartment number) and phone number
- Member's Medicaid ID number
- The Doctor/Clinic's full name, address (including office or suite number), phone number and drop off location (front or rear entrance)
- Time of appointment

**Reservation Line:  
1 - 888 - 248 - 9895**

**"Where's My Ride" Line:  
1 - 800 - 592 - 4291**

## How do I arrange transportation?

- Call the reservation line to schedule a ride
- To make reservations online, sign up at: <https://member.logisticare.com/login>

## How to cancel a ride (Livery/ Wheelchair)?

- Notify LogistiCare to cancel the ride; cancel 24 hours a day, 7 days a week by calling "Where's My Ride" **1 - 800 - 592 - 4291**
- Online reservations can be canceled online (at least 24 hours in advance); otherwise, call the "Where's my Ride line" at: **1 - 800 - 592 - 4291**

**Please cancel at least 24 hours in advance or as soon as possible. Note that transportation providers are only paid for trips that occur.**

## What if ride is late (Livery/ Wheelchair)?

- If the transportation provider is running more than 15 minutes late and you have not heard from the driver, simply call LogistiCare's "Where's My Ride" line **1 - 800 - 592 - 4291**