

# Non-Emergency Medical Transportation (NEMT/LogistiCare)

## Ensuring Transportation for Medicaid Patients

### What is NEMT?

- Transportation to Medicaid appointment
- Covered by Medicaid (HUSKY)
- Includes all Medicaid covered services, including mental health
- CT Department of Social Services (DSS) contracts with private company (LogistiCare) for transportation
- DSS required to ensure LogistiCare compliance with all contractual requirements

### Rules for NEMT in Connecticut

#### How is mode of transportation decided? Bus or Taxi?

- LogistiCare must conduct an interview and individual medical evaluation of the patient and parent/guardian/escort.

#### How long must a patient wait for transportation?

- Pick up from home - no more than 15 minutes wait time
- Pick up from medical provider - up to 45 minutes wait time

#### How does a patient schedule transportation?

- Request transportation two business days before appointment

#### Contractual rules for transportation

- Mode of transportation (bus or taxi) dependent on distance to medical provider and medical condition of patient and parent/guardian/escort
- Medical provider within 15 miles of patient's home
- Taxi may transport more than one family at once

#### Wait times for calls to LogistiCare

- Initial call to LogistiCare - wait time up to 5 minutes
- Hold time/call resolution time - wait time up to 20 minutes
- Courteous service by LogistiCare staff required

Center for Children's Advocacy Medical-Legal Partnership Project  
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### Exceptions to the Rules

#### What happens if a patient needs exceptions to the rules?

The medical provider should be the ultimate decision maker about transportation needs. The patient and the medical provider can request an exception to the rules.

#### How do I request an exception?

To notify LogistiCare of the need for an exception, call or use the Physician Transportation Restriction Form or Companion Referral Form. See online link to forms on reverse.

#### Exceptions that can be requested

- Urgent - patient needs transportation to medical provider in less than 48 hours
- Mode - patient must ride in a taxi rather than a bus
- Distance - patient needs to see provider more than 15 miles from his/her residence
- Patient cannot ride with unrelated passengers
- Multiple companions required - both parents, nurse, etc.

### Complaints

#### Inappropriate Service

Patient and provider have the right to complain about service.

- Complaint procedure/information must be provided by LogistiCare during each call
- Complaint may be lodged by phone or online
- Complaint must be recorded by LogistiCare
- Response from LogistiCare is required

#### Contesting Denial of Transportation

If LogistiCare refuses requested transportation, they must provide written notice of the right to appeal that decision.

- Covers denial, reduction or termination of transportation
- Notice must be in writing
- Separate written explanation for each instance of denial
- LogistiCare/DSS must offer opportunity for appeal before hearing officer

LogistiCare Connecticut website:

<https://facilityinfo.logistiCare.com/ctfacility/Home.aspx>

LogistiCare forms online for download:

<https://facilityinfo.logistiCare.com/ctfacility/Downloads.aspx>

**Medical providers and patients have had ongoing problems with LogistiCare.**

To share problems with LogistiCare or for assistance to address an ongoing transportation problem, please complete the form below and/or contact Bonnie Roswig: broswig@kidscounsel.org or 860-545-8581.

Name and Title (optional) \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_ Location \_\_\_\_\_

Date of problem with LogistiCare \_\_\_\_\_

**Problems (check all that apply)**

- Long wait time on phone with LogistiCare
- LogistiCare rude on phone
- Taxi late
- Taxi early
- Taxi did not come
- Refusal of taxi ride that was needed in less than 48 hours
- Refusal of mode of transportation needed (bus instead of taxi)
- Refusal of ride request by medical provider
- Refusal of transportation based on location of medical provider
- Unrelated patients in taxi despite order of medical provider
- Taxi picked up paying riders
- Taxi driver rude and/or inappropriate
- Requested bus pass at least 5 days before medical appointment but it arrived too late
- Patient taking bus because so many problems getting the taxi
- Other problems or issues \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Complaints (check all that apply)**

- Did LogistiCare provide information about complaint procedure?  Yes  No
- Did patient or provider tell someone about the complaint?  Yes  No
- If not, please say why \_\_\_\_\_
- If you complained, did LogistiCare call you back?  Yes  No
- If LogistiCare called you back, what happened? \_\_\_\_\_
- \_\_\_\_\_

**Appeals**

- If LogistiCare said NO to a ride (taxi or bus, certain doctor, etc) were you told you could appeal?  Yes  No
- Did you get anything about your right to appeal in writing?  Yes  No

To discuss issues with Non-Emergency Medical Transportation, please contact Attorney Bonnie Roswig: broswig@kidscounsel.org or 860-545-8581