

July 2011-NEW Medical Mileage Provider

LogistiCare Solutions, LLC

Red Cliff Medicaid/BadgerCare members will be using a new non-emergency medical transportation manager for all reimbursements.

Appointments will be pre-authorized through LogistiCare call center.

Call 1-866-907-1493 to Pre-authorize medical appointments

Directions:

You can now call LogistiCare to pre-authorize your **July** appointments. Any pre-authorized appointment before July will be processed by Red Cliff.

Anything in July and after July will be processed by LogistiCare.

Reservation Calls (*calling in your upcoming appointments*) are received

Monday through Friday from 7AM to 6PM.

Instructions for basic pre-authorization to process your call you dial the number:

(Automated Recording comes through) "Thank you for calling logisiCare of Wisconsin's Reservations. If this call is for emergency transportation please hang up and dial 911. Your

calls will be monitored for quality assurance. We are available to schedule your ride Monday through Friday from 7AM to 6 PM.

“Two business days notice is required for pre-authorizing all schedule routine appointments.”

Listen and respond clearly wait until a real person comes onto the phone do not initially dial “1”; you must be prepared to give information listed: Have your forward card out, your driver’s license, social security number and medical appointment information out in front of you and ready to read.

- **Once a representative is on the line they will ask you for the appointment date and the questions listed below.**
- **They will continue with asking for your; Forward Health number** (this is a 10 digit number on your forward health card)
- **They will ask you; your name, birth date, and/or the name and birth date of the driver.**
- **The name and physical address of your doctor you are seeing (or health care provider)**
- **They will ask questions like; if you have your own vehicle, (If you answer yes let them know you don’t have money to put gas in it) are you able to drive, can you or your driver afford to drive you. Answer “NO” to all of those questions.**
- **The Doctor’s (or health care provider’s) phone number**
- **The original call will gather all the information they need about you and your driver. Such as your mailing address, the address of your driver, social security number of the driver (one time question in case you exceed \$600 in reimbursement fees it can be taxed)**
- **When it is established that you have your own driver who needs reimbursed. They will inform you that a driver form will be sent to the driver’s address for you to take to your healthcare provider to sign.**

**Once you have it filled out you will send it in to the address provide.
Payments are on the 1st and 15th of every month.**

What is urgent Care?

Urgent care is an unscheduled necessary appointment that cannot wait; (other than an ambulance ride) where you drove yourself or another drove you to the Emergency Room or dr. office for a situation that cannot be delayed until the next day.

Hospital discharges are considered urgent care. Valid requests for urgent care transport shall be honored within (3) hours of the time request is made.

You may call the same day for these appointments for rides or authorization.

There will be someone at the lower level to assist you for your initial use of this program. We are no longer affiliated with this program but will attempt to make your transition as smooth as possible. If you have any trouble there will be a form or you can verbally let someone who will then document it.

Where's my ride? This is a number that that a member, family member, social worker, case manger or other medical provider can call concerning a service issue. (For example: if transportation is late dropping off or picking up the member). All other complaints about actual pre-authorization such as denial or dispute on the phone or by mail must be place to the same service representative that you place your reservation for appointment date with. 1-866-907-1493