



## Your Rights and Responsibilities

### **You have a right to...**

- Courteous and respectful service.
- A ride that meets your needs if you have no other way to get there.
- On-time pick up and delivery to your medical or dental appointment.
- A ride that's safe.
- A way to file a complaint.

### **You are responsible for...**

- Calling us at least 48 hours (2 business days) before your health-care visit.
- Asking for a ride to a Medicaid provider.
- Being ready to go at least an hour before the pick-up time.
- Making sure you bring any medical equipment you might need, like a wheelchair for yourself or a car seat for a child.

### Remember

Trips must be medically necessary – like a doctor's visit, dialysis treatment, counseling, methadone treatment, etc. Drivers are only required to wait 10 minutes past the set pick-up time. Please be ready when your ride arrives to pick you up.

If you have been waiting for more than 15 minutes, call LogistiCare's Ride Help Line at 1-877-564-9834.

To Set Up a Ride  
Call 1-855-687-3255  
Monday – Friday, 8 a.m. to 5 p.m.

Speech or Hearing Disability?  
Call TTY 1-866-588-3133

Use this number to set up rides to the health-care provider and back home or for help if your ride is more than 15 minutes late.

Ride Help Line  
1-877-564-9834

Use this number if your ride is more than 15 minutes late or to get a ride back home from a health-care visit.

Beginning Monday, April 2, you can call LogistiCare at 1-855-687-3255 to get a ride to medical or dental appointments on or after April 16, 2012.

Call at least 48 hours (2 business days) before your health-care visit to set up the ride. If the time or date of your health-care visit changes, please call us as soon as you can but at least two hours before the time you are to be picked up. Your courtesy allows us to better serve others.

## Common Questions

What will I need to tell you when I call to set up a ride?

- Your Medicaid ID or CSHCN number
- Address and phone number of the place where you need to be picked up
- Name, address and phone number of the Medicaid provider you'll be visiting
- Date and time of your visit

If you do not have all of these facts when you call, you may not be able to set up your ride and will have to call us back.

At the end of the call, we will give you a confirmation number for your ride and tell you the time your ride will pick you up.

What if I'm not sure about when I'll need to come back home? Call us after you're finished with your visit and a ride will come to pick you up within one hour.

What if I have a complaint? Call our Ride Help Line at 1-877-564-9834.

What if I call for a ride and you turn me down? Call us at the Ride Help Line at 1-877-564-9834 and we will look into your complaint.

If I drive myself to my health-care visit, will you pay me back? What about a friend or family member who drives me? We can only pay you back or give you a ride if you don't have any other way to get to your health-care appointment. If your friend or family member can drive you for free, we cannot pay that person back. We can pay for rides only after all other options for free rides such as family and friends have been exhausted.