

To Whom It May Concern

July 8, 2014

**RE: Medical Transportation**

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Beginning in August 2014, LogistiCare Solutions, LLC (LogistiCare) will arrange and manage non-emergency medical transportation (NEMT) services for eligible Medicaid enrollees within the following counties: Bastrop, Bell, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coryell, Falls, Fayette, Freestone, Gillespie, Grimes, Hamilton, Hays, Hill, Lampasas, Lee, Leon, Limestone, Llano, Madison, Mason, McLennan, Milam, Mills, Robertson, San Saba, Travis, Washington and Williamson. This service is being offered through a contract with the Texas Health and Human Service Commission (HHSC). In other parts of the state, NEMT services are still provided by HHSC and referred to as Medical Transportation Program or MTP services.

Effective August 1, 2014, all NEMT services for Medicaid enrollees residing in the counties listed above must be pre-arranged through LogistiCare.

Medicaid NEMT services provide rides to clients who need transportation to and from any Medicaid-covered service. We intend to provide this service in a manner that is both professional and courteous. LogistiCare will maintain a network of transportation providers and will accept reservations from Medicaid enrollees or medical providers. We will then assign a medically appropriate mode of transportation to each client.

Your medical facility may have patients who use Medicaid NEMT services. Beginning Friday, August 1<sup>st</sup> Medicaid clients (or their family member or medical provider) can call LogistiCare at 877-633-8747 Monday to Friday from 8:00 a.m. to 5:00 p.m. to request non-emergency medical transportation services for September 1<sup>st</sup> and beyond. Also, starting August 1<sup>st</sup> healthcare providers will be able to request services for clients, for September 1<sup>st</sup> trips and beyond, online at <http://www.TXMedicaidRide.net>. In addition, we will begin compiling the information needed to enter trip information into our reservation system. We may ask your facility to provide or confirm trip reservation details.

As part of the contract agreement with the HHSC, LogistiCare is authorized to receive certain private health information about our clients. Your cooperation and timely assistance in providing this information will help to ensure a smooth implementation of the new NEMT program and help to ensure that your patients arrive to their scheduled appointments safely and on time.

Respectfully,



Steven Feist MBA  
General Manager Texas