

## Need a ride?

- If you have no other way to get to your Medicaid doctor, dentist or pharmacy you can call LogistiCare at 1-877-633-8747.
- Call at least 48 hours (2 business days) before your medical or dental appointment or at least 5 business days to appointments over 100 miles to set up a ride.
- If you have a medical emergency, call 911. LogistiCare only provides non-emergency transportation.
- There is no cost to you for this service.
- See our website for more information or to find out how to set up your rides online.  
[www.txmedicaidride.net](http://www.txmedicaidride.net)

**LogistiCare**

LogistiCare Solutions, LLC  
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## How to Set Up Rides for Texas Medicaid and Children with Special Health Care Needs (CSHCN) Services Program

Please be ready with these facts when you call to set up a ride:

- Your name and date of birth
- Your Medicaid or CSHCN number
- Address and phone number of where you need to be picked up
- Name, address and phone number of your medical or dental provider
- Date and time of your medical or dental visit.

**LogistiCare**

## Other Options:

- If you (or a friend or family member) can drive to your appointment, but need help with the cost of getting there, we offer a mileage reimbursement program. Call our reservation number for more information.
- You can request a mass transit coupon if you are able to ride mass transit but cannot afford to purchase them for yourself.

## Your Rights and Responsibilities

### You have a right to...

- Courteous and respectful service.
- A safe ride that meets your needs if you have no other way to get there.
- On-time pickup and delivery to your medical or dental appointment.
- A way to let us know when things don't go right.

### You are responsible for...

- Calling us at least 2 business days before your medical / dental visit.
- Asking for a ride to a Medicaid or CSHCN provider.
- Being ready to go at least 15 minutes before the scheduled pick-up time.
- Making sure you bring any necessary equipment you might need, like a wheelchair for yourself or a car seat for a child.

### Remember

Trips *must* be medically necessary. We will assist you in determining what services are covered – like a doctor's visit, dialysis treatment, counseling, methadone treatment, etc. Drivers are only required to wait 15 minutes past the set pick-up time. Please be ready when your driver arrives to pick you up.

## For a Reservation, call

**1-877-633-8747**

Monday – Friday

8 a.m. to 5 p.m.

Call at least 48 hours (2 business days) before your appointment to set up the ride.

## Speech or Hearing Disability

Call TTY **1-866-288-3133**

## Where's My Ride

**1-855-933-6996**

Call if your ride is more than 15 minutes past the scheduled pickup time or when you are ready to return home from your medical appointment.

## Service is for clients who reside in one of the following counties:

**Atascosa, Bandera, Bexar, Comal, Frio, Guadalupe, Karnes, Kendall, Kerr, Medina and Wilson.**

If your medical or dental appointment changes or cancels, 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 if I don't have all the details of my appointment when I call for a ride?

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

- Your name and date of birth
- Your Medicaid 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 or CSHCN provider you'll be visiting
- Date and time of your appointment
- General reason for the appointment

### What if I'm not sure about when I'll need to come back home?

Just tell us to leave your return time open ("will call") at the time you set up your ride. You can call our Where's My Ride line when you are finished with your appointment and a ride will pick you up within one hour.

### How do I know when it's been set up?

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

**What if I have a complaint?** If something doesn't go right on your ride, please call 1-877-633-8747 and select Option 2 to file a complaint or through the HHSC Office of the Ombudsman at 877-787-8999.

### What if I call for a ride and you turn me down?

You will be told why you were denied a ride and you will be sent a denial letter with details and instructions on how to appeal the decision.