



State of New Jersey
Department of Human Services
Division of Medical Assistance & Health Services

NEWSLETTER

Volume 19 No. 42

August 2009

TO: Long Term Care Providers, Assisted Living Providers,
Transportation Providers, Hospitals and Independent Clinics

SUBJECT: Transportation Broker Procedural Updates

EFFECTIVE: Immediately

PURPOSE: To advise providers of procedural changes when scheduling non-emergent transportation for eligible NJFC/Medicaid clients through LogistiCare.

BACKGROUND: The Division of Medical Assistance and Health Services awarded a contract to LOGISTICARE to administer and provide fee-for-service, non-emergency Ambulance, MAV (mobility assistance vehicle) state-wide and all medical livery services in Essex and Hudson County

ACTION: Effective immediately the procedural changes noted below should be followed by health care facilities and transportation providers when scheduling transportation through LogistiCare

Scheduling for Nursing and Assisted Living Facilities:

- Nursing and Assisted Living Facilities will now be scheduling trips for their residents by contacting LogistiCare's facility phone line (1-866-527-9945). LogistiCare will recognize a facility's preferred provider whenever possible and schedule trips for facility residents with that provider.
- LogistiCare is making every attempt to match all clients and facilities with their preferred transportation providers. When calling to schedule, if LogistiCare does not have the facility's preferred provider information for the client, the requesting facility should identify their preferred provider and indicate the required level of service.
- LogistiCare cannot schedule medical transportation with any provider, including a preferred provider, not under contract with LogistiCare.
- Nursing and Assisted Living facilities will no longer be limited to one ride per call. However, to expedite scheduling, it is recommended that facilities use the fax service for submission of reservations. The LogistiCare facilities fax number is: 1-877-457-3316.

Authorized Service Levels

LogistiCare's approved levels of service for Medicaid clients fall into one of the following four categories:

- Non-emergent ambulance,
- MAV wheelchair,
- MAV ambulatory,
- Livery

All MAV transports are door-through-door. The MAV curb-to-curb service is currently suspended.

All levels of transportation require authorization by a medical professional. Facilities shall assure that a Medical Necessity Form (found on LogistiCare's website) is completed and submitted to LogistiCare for each of their residents for whom they are requesting medical transportation.

The link to the LogistiCare facilities website is: <http://njfacility.logisticare.com>

The link to the Medicaid Provider website is: <http://www.njmmis.com/default.aspx>

Dual Eligible Clients (Medicare/Medicaid)

There have been no changes in the existing procedures for arranging transportation for dual eligible clients. Billing should continue to be forwarded to Medicare for processing.

Services for Clients who are in "Pending Medicaid Eligibility" Status

Nursing and Assisted Living Facilities should provide Medicaid with a list of their pending Medicaid-eligible clients. Medicaid will verify that an application has been filed with County Welfare Agency. Once pending status has been confirmed by Medicaid, LogistiCare will provide transportation through their broker network for these clients. Requests to confirm pending status should be submitted to Fred Harris at frederick.harris@dhs.state.nj.us. Please include the following information in your email:

Client name
Social Security Number
Date of Birth
Pending Medicaid Number (if available)
Address
Medical appointment destination
Contact phone number

Other

- Out-of-state medical transportation for eligible Medicaid clients will be arranged through LogistiCare.
- MAV transportation for Medicaid managed care clients must be arranged by the facilities with the client's HMO.
- Livery transportation for Medicaid clients outside Essex and Hudson Counties must be arranged by the facilities with the County CWAs.
- All medical transportation for Medicaid clients in Hudson and Essex Counties must be arranged by the facilities through LogistiCare.

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