



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

# NEWSLETTER

---

Volume 20 No. 18

September 2010

---

**TO:** Long Term Care Providers, Assisted Living Providers and Free Standing Dialysis Centers

**SUBJECT:** Pending Medicaid Status

**EFFECTIVE:** Immediately

**PURPOSE:** To advise long term care facilities, assisted living facilities and free standing dialysis centers of a change in procedure when arranging medical non-emergency ambulance and Mobility Assist Vehicle (MAV) services state-wide and all medical livery services in counties where livery services are provided by LogistiCare.

**BACKGROUND:** LogistiCare is the statewide broker for Medicaid fee-for-service, non-emergency medical transportation in the State of New Jersey. Currently, long term care facilities, assisted living facilities and free standing dialysis centers arrange transportation directly through LogistiCare for clients with valid Medicaid eligibility or for those clients that have applied for Medicaid and are considered pending.

**ACTION:** Effective immediately, the facility must contact Logisticare and verify verbally that the client has applied for Medicaid and identify the client as Medicaid pending. The facility must provide the client's full name, date of birth and social security number. The LogistiCare representative will then enter the client into the system as a new rider and book the trip. For all future trips, until either the client's Medicaid is approved and an identification number is provided or until **90 days has elapsed since the client was verified as pending**, the facility will call the LogistiCare Facility Department, identify the client as a pending client and provide the client's name and social security number. If the client has not been found eligible for Medicaid within 90 days, no further non-emergent transportation will be provided until the client has been determined eligible and given a valid identification number.

As for all transportation requests, trips for routine medical appointments must be scheduled by 12:00 pm, two business days prior to the appointment. Requests meeting urgent criteria will be arranged.

If you have any questions concerning this Newsletter, please contact the Division of Medical Assistance, Office of Customer Service at 609-588-4534.

**RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE**