



**State of New Jersey**  
DEPARTMENT OF HUMAN SERVICES  
DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES  
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JON S. CORZINE  
*Governor*

JENNIFER VELEZ  
*Commissioner*

JOHN R. GUHL  
*Director*

**MEDICAID COMMUNICATION NO. 09- 15**

**DATE:**September 21, 2009

**TO:** CWA Directors  
Statewide Eligibility Determination Agencies

**SUBJECT:** Transportation Services

As you are aware, as of July 1, 2009, LogistiCare became the primary broker for fee-for-service non-emergent ambulance and MAV (mobility assistance vehicle) services state wide and all medical livery services in Essex and Hudson County. Letters have been sent out to potentially eligible clients, hospitals, nursing facilities and medical associations informing them of the services and the procedure for calling LogistiCare. Attached are the Division of Medical Assistance and Health Services Newsletters Volume 19 No.17, Transportation Broker and Volume 19 No. 42, Transportation Broker Procedural Updates for your convenience.

When the HMO does not have a network or alternative provider within 30 miles of the enrollee's residence to provide medically necessary covered services, the HMO shall make lower mode transportation services available when requested. This is covered in the HMO contract, and applies to all Medicaid and NJ FamilyCare A, B, and C enrollees.

For HMO enrollees, LogistiCare should only to be utilized for lower mode transportation services when the HMO enrollee is looking for medical livery services to a provider within 30 miles of their residence and the client resides in Essex or Hudson County. Clients residing in all other counties shall continue to utilize lower mode transportation services provided by their local County Welfare Agency (CWA). With the exception of urgent appointments, scheduling of such services has to be done 48 hours in advance. Medical necessity forms will be utilized to determine the level/mode of service. Livery services for mental health services are also available.

Should you have any questions, please contact the Office of Customer Service, Steve Tunney at 609-588-4534 or Fred Harris at 609-588-4485.

Sincerely,

A handwritten signature in black ink that reads "John R. Guhl".

John R. Guhl  
Director

JRG:M  
Attachments

c: Jennifer Velez, Commissioner  
Department of Human Services

William Ditto, Executive Director  
Division of Disability Services

Kevin Martone, Deputy Commissioner  
Department of Human Services

Jeanette Page-Hawkins, Director  
Division of Family Development

Kenneth W. Ritchey, Assistant Commissioner  
Division of Developmental Disabilities

Kimberly S. Ricketts, Commissioner  
Department of Children and Families

Heather Howard, J.D., Commissioner  
Kathleen M. Mason, Assistant Commissioner  
Patricia Polansky, Assistant Commissioner  
Department of Health and Senior Services



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

# NEWSLETTER

Volume 19 No. 17

May 2009

**TO:** Providers of Transportation Services - For Action  
All Other Providers - For Information Only

**SUBJECT:** Transportation Broker

**EFFECTIVE:** Claims processed on or after July 1, 2009

**PURPOSE:** To advise providers of transportation services that the Division of Medical Assistance and Health Services (DMAHS) has awarded a contract to LogistiCare to administer and provide fee-for-service, non-emergency ambulance and Mobility Assistance Vehicle (MAV) services state-wide and all medical livery services in Essex and Hudson Counties.

**BACKGROUND:** DMAHS authorized transportation providers currently contact the Transportation Unit at UNISYS for prior authorization of fee-for-service, non-emergency ambulance and MAV transportation requests. These requests will be limited to service dates up to 6/30/09. Any request for services on or after 7/1/09 will be provided by LogistiCare, the State's transportation broker, and will be limited to those providers that have been contracted by LogistiCare as an authorized provider. No Medicaid non-emergent transportation claims for a service date after 6/30/09 will be paid by UNISYS.

**ACTION:** Effective June 24, 2009, LogistiCare will begin authorizing ALL fee-for-service, non-emergency ambulance and MAV services state-wide, as well as all medical livery services for Essex and Hudson counties for trips scheduled on or after 7/1/09. All non-emergency transportation providers must be a LogistiCare provider. DMAHS authorized providers will not automatically become a LogistiCare provider. All transportation providers may apply to be a LogistiCare provider by calling Logisticare at 1-866-431-4635 or by visiting their website at [www.logisticare.com](http://www.logisticare.com).

Beginning June 24, 2009, Logisticare will begin accepting transportation reservations to arrange for any fee-for-service, non-emergency ambulance or MAV transportation, as well as all medical livery in Essex and Hudson Counties, to be provided on or after 7/1/09. The number to call LogistiCare to arrange transportation is 866-527-9933.

These changes do not affect emergency or air ambulance transportation.

If you have any questions concerning this Newsletter, please contact the Division of Medical Assistance and Health Services, Office of Customer Service, at 609-588-4534 or 609-588-4485.

**RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE**



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](mailto: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.

**RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE**