



## Member Transportation Information for Providers

Molina Healthcare of Michigan utilizes two (2) transportation companies to service our members; Secure Transportation and LogistiCare Solutions. To assist in distinguishing the roles and responsibilities, please utilize the chart below to identify the correct transportation company per line of business, including trip limits.

Company Name:	Line of Business:	Trip Limits:	Contact Information:
LogistiCare Solutions	Medicaid	Unlimited	<u>Initial/Future Reservations</u> <b>1-866-569-1902</b> <u>Ride Assist:</u> Member Issues during the process (i.e. driver no show) <b>1-866-569-1903</b>
Secure Transportation	Medicare: Options Plus	21 per year	<u>Initial/Future Reservations:</u> <b>1-844-644-6356</b> <u>Ride Assist:</u> Member Issues during the process (i.e. driver no show) <b>1-844-697-4337</b>
	Medicare: Options Plus-Medicaid Secondary	21 per year; Medicaid secondary is unlimited.	<u>Initial/Future Reservations:</u> <b>1-855-740-3281</b> <u>Ride Assist:</u> Member Issues during the process (i.e. driver no show) <b>1-844-697-4337</b>
	MI Health Link	Unlimited	<u>Initial/Future Reservations:</u> <b>1-855-740-3281</b> <u>Ride Assist:</u> Member Issues during the process (i.e. driver no show) <b>1-844-697-4337</b>

If you have any questions or for additional information, please contact Provider Services at (855) 322-4077.



# Just the Fax

A fax bulletin from Molina Healthcare of Michigan (MHM) October 31, 2017

## Logisticare Transportation Booking Tool

Molina Healthcare provides transportation to covered services for our **Medicaid** members. Transportation by Logisticare is provided when members have no other means to get to their doctor appointments, x-rays, lab tests, pharmacy, medical supplies or other medical care.

In partnership with Logisticare, they are offering our providers access to their Logisticare Facility Services Web Portal (FSW). The Logisticare Facility Services Web portal provides a tool that allows you to request and manage our **Medicaid** member's transportation requests on online.

### **Sign up now to:**

- Improve access to care by allowing Provider office to book trips for members while in the office, eliminating "no ride" to office and/or forgotten appointments
- Assist members in getting rides home by booking "will call" return trips back to homes from office
- Improve member satisfaction and provider/patient relationships by assisting members in booking rides
- Improve HEDIS performance by providing assistance to get to office for quality measure visits
- Track member bookings and rides in system and can quickly access ride information
- Increase accuracy of trip bookings by allowing providers to directly book trips
- Reduce "no show" appointments
- Providers can plan visits more accurately through scheduling rides in advance.

Interested? Have questions? We're here with answers and to help you, fast. To get started, please contact:

Brandon Williams at [MHMtransportationservices@molinahealthcare.com](mailto:MHMtransportationservices@molinahealthcare.com) and Tammy Taylor-Schmidt at [MHMDelegationoversight@molinahealthcare.com](mailto:MHMDelegationoversight@molinahealthcare.com).

If you would like to receive our communications electronically, please email your information to: [providerservicescommunications@molinahealthcare.com](mailto:providerservicescommunications@molinahealthcare.com).

Thank you for your continued commitment to our Molina members.