



Routine medical transportation is a benefit of the member's health plan. It is designed to help the member get to his or her health care visits, including:

- Medical appointments
- Ongoing care, such as dialysis

LogistiCare manages routine medical transportation for Medicare Advantage HMO plans with a transportation benefit. Give us a call! A LogistiCare professional will gladly help.

Humana is a Medicare Advantage organization with a Medicare contract. Other providers are available in our network.

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## How to Access Routine Medical Transportation for Humana's Medicare Advantage HMO Plans

**LogistiCare**<sup>®</sup>

LogistiCare Solutions LLC  
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## Routine Transportation

LogistiCare arranges Routine Transportation for Humana's Medicare Advantage HMO plans. Depending on your location and condition, types of transportation scheduled can be:

- Car, van, taxi
- Wheelchair vehicle

If you have a medical emergency, please call 911 right away.

Cost: There is no additional cost for this service.

Hours of Operation: Reservations need to be made Monday-Friday, from 8 a.m. to 5 p.m. local time.

When To Call: Please call at least 72 hours in advance but no more than 2 weeks before your appointment to make a reservation.

Locations: Transportation can be to any facility that offers health care services covered under your health plan.

Please have the following information available when making a reservation:

- Member's health plan Member ID #
- Name and address of medical provider
- Appointment day and time
- Pick-up time and location

## To Make a Reservation Call

1-866-588-5122

Monday - Friday, 8 a.m. to 5 p.m.

Use this number for reservations to and from a facility. Routine medical transportation is limited to Medicare Advantage HMO plans with a transportation benefit.

## Transportation Help Line

1-866-588-5123

Use this number for assistance if your transportation is late in arriving.

## Hearing-Impaired Members

Call TTY 1-866-288-3133

## Program Rules

Escorts: One escort is allowed, if medically necessary, on a space available basis. The escort must be 18 years old or older.

Wheelchairs: These items must be supplied by the member.

Trips: A trip is considered one way. For example, a round trip would be two trips. Please consult your plan for the exact number of trips available.

Curb to curb service: Drivers are not allowed to enter a member's home or medical facility.

Wait Time: Drivers are only required to wait 10 minutes past the scheduled pick up time. Please be ready.

## Frequently Asked Questions

What if my appointment is cancelled or rescheduled?

Please call immediately and let LogistiCare know the change in your schedule, ideally at least one hour before your scheduled pick up time. Your courtesy allows us to better serve other members.

Are there trip or mileage limits?

Yes. Please contact your health plan customer service 8 a.m. to 8 p.m. local time, at the number on the back of your member ID card, to determine the mileage and trip limits for your plan.

What if I have a complaint?

Please contact your health plan customer service at the number on the back of your member ID card.

What if I'm unsure of the time of my return trip?

Please call the Transportation Help Line at 1-866-588-5123 to make arrangements following your appointment. Please have the address where you need to be picked up available. Transportation will arrive within 90 minutes.

Who can call to arrange your transportation?

You, a relative, caregiver or medical facility staff member.