

Transportation to Medically Necessary Covered Medicaid Services

Non-emergency transportation is provided to full Medicaid recipients which includes recipients of Fee for Service Medicaid and recipients receiving Medicaid services through one of the managed care organizations (MCOs), Amerigroup or Health Plan of Nevada. The transportation is provided to obtain medically necessary services, including trips to the pharmacy, or certain Medicaid covered waiver services; such as Jobs and Day Training (JDT) for individuals with intellectual disabilities.

Nevada Check Up recipients are not eligible for non-emergency transportation.

Non-emergency transportation requires authorization from Nevada's transportation broker; LogistiCare. Medicaid recipients must call LogistiCare to place a transportation reservation or to receive mileage reimbursement if a personal vehicle is used. Recipients are encouraged to provide LogistiCare with 5 days notice prior to the date of their appointment. LogistiCare will make every attempt to accommodate a reservation without a 5 day notice, but transportation cannot be guaranteed. Transportation for urgent medical appointments, without 5 days notice, will be provided.

The logo for LogistiCare, with "Logisti" in blue and "Care" in green, is centered within a rounded rectangular box.

**May be reached 24 hours a
day, seven days a week at**

1-888-737-0833

If you have had prior reservations with LogistiCare, you may also make reservations online at: <https://member.logisticare.com> General information and frequently asked questions regarding non-emergency transportation can be located at: <https://memberinfo.logisticare.com>

If your transportation provider is late, you may call "Where's My Ride?" at 1-888-737-0829. Hearing impaired recipients are able to schedule reservations or check on the status of their ride, by calling 1-866-288-3133.

Nevada Check Up and Medicaid recipients are both eligible for ‘scheduled emergency’, specialty care, and emergency transportation.

- **Scheduled Emergency Transportation**

Scheduled emergency transportation is medically necessary, provider directed services, with usually less than 48 hours notice (e.g. organ transplant). LogistiCare **can** provide transportation when the recipient is medically stable; that is, the recipient must not require any of the following during transport:

- ✓ Attendance of any medical personnel including paramedics or emergency medical technicians;
- ✓ Attachment to any medical apparatus, including those provided for basic life support or advanced life support; or
- ✓ A recipient that requires observation during transport.

**Recipients can be on oxygen for transport as long as they provide the oxygen themselves.*

Additionally, if utilizing LogistiCare for a scheduled emergency, the recipient must be able to arrive at their destination within the timeframe specified by the receiving physician/facility.

There is no prior authorization required if LogistiCare can accommodate the transportation request.

Generally, however, scheduled emergency transportation requires a higher level of care during transport and is usually time sensitive. If the recipient is a member of one of Medicaid’s MCOs, the provider arranging the transportation must contact the appropriate MCO for further instructions before obtaining transportation services.

- **Specialty Care Transportation:**

Specialty Care Transportation is the hospital-to-hospital transportation of a critically injured or ill recipient by either ground or air ambulance at a level of service beyond the scope of the emergency medical technician or paramedic.

Specialty Care Transportation is not a service that can be provided by LogistiCare.

To receive out-of-state, specialty care transportation services for MCO enrollees, prior authorization must be obtained from their MCO. Prior authorization is not required for Fee for Service members.

- **Emergency Transportation:**

Emergency transportation is usually the result of a '911' call and requires no prior authorization.

Further transportation questions may be directed to the Business Lines Unit of the Division of Health Care Financing and Policy, (775) 684-3789.