

September 2018

## Vendor change for nonemergency medical transportation

Effective October 1, 2018, Logisticare Solutions, LLC will replace Southeastrans, Inc. as the Healthy Blue contracted vendor providing nonemergency medical transportation (NEMT) services for Healthy Louisiana members.

### How do I request a standing order?

A standing order must be submitted using the Logisticare Solutions, LLC *Standing Order Form* at least three business days in advance of the first transport for a new standing order. The form must be completely filled out in order to process the standing order. Missing information could result in a delay in your patient's transportation.

Please be advised that patients with a standing order may not permanently alter their days of attendance without submitting a *Standing Order Change Form*. This form must be submitted if there are any changes to mobility, contact information, frequency or attendance days for your patients.

If a standing order is ending due to hospitalization, death or transfer, Logisticare Solutions, LLC must be notified immediately in writing. Please make Logisticare Solutions, LLC aware of attendance changes due to holidays at least two weeks in advance.

### Monthly reports:

As the NEMT partner for Healthy Blue, Logisticare Solutions, LLC has the responsibility to verify that authorized transports occur. Logisticare Solutions, LLC will send monthly attendance reports to allow you to inform them of any member who is no longer attending appointments at your facility.

In order to verify attendance, you may be asked periodically to complete a *Standing Order Attendance Report*. This report allows you to identify any days in which the member was absent from your facility on a normal scheduled day. The attendance report is for the previous month of service. This report is online via the Trip Care website. Review the attendance from the previous month and identify the days that the member did not attend your facility. Please close out the report by the 15th of the month.

### Recertification:

In an effort to keep the most accurate information on file for our members, it is required that all standing orders are recertified every three months.

### What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact Logisticare's facility department at **1-866-886-4081**.

<https://providers.healthybluelua.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

BLAPEC-1011-18 September 2018