

January 2020

Vendor change for nonemergency medical transportation

Effective January 22, 2019, MediTrans will replace Logisticare Solutions, LLC as the Healthy Blue contracted vendor providing nonemergency medical transportation (NEMT) and nonemergency ambulance transportation (NEAT) services for Healthy Blue members.

How do I contact MediTrans?

Providers may contact MediTrans at the Healthcare Facility Line at **1-844-349-4324**. Healthy Blue members can schedule transportation for medically needed appointments and treatments by calling **1-866-430-1101**.

How do I request a standing order?

A standing order must be submitted using the MediTrans *Standing Order Transportation Request Form* at least five 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 Transportation Request 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, MediTrans must be notified immediately in writing. Please make MediTrans aware of attendance changes due to holidays at least two weeks in advance.

The MediTrans *Standing Order Transportation Request Form* can be found here:
<https://www.callmeditrans.com/health-care-facility-providers> .

Monthly reports

As the NEMT/NEAT partner for Healthy Blue, MediTrans has the responsibility to verify that authorized transports occur. MediTrans 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 MediTrans website and Facility Portal. 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 fifteenth 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; with the exception of standing orders related

<https://providers.healthybluel.com>

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BLAPEC-1650-20 January 2020

to behavioral health and/or dialysis appointments, for which recertification is required every six 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 Provider Services at **1-844-521-6942**.