

LogistiCare®

Need a Ride?

Have Medicaid?

Going to a healthcare appointment?

You may be eligible for Non-Emergency Medical
Transportation

Call LogistiCare at 1-866-386-8331

LogistiCare coordinates and schedules non-
emergency medical transportation for Virginia
Medicaid recipients

Call
Monday - Friday
7 a.m. - 8 p.m.
to schedule a
reservation



Call at least 48 hours before your scheduled appointment and
have your Medicaid number ready

How to Access Non-Emergency Medical Transportation for Virginia Medicaid Recipients

LogistiCare manages all of Virginia Medicaid's non-emergency medical transportation (NET). All trips must be arranged and confirmed by LogistiCare. The types of transportation services available to facilities are:

- Ambulatory (able to walk)
- Non-emergency ambulance/stretchers
- Stretcher Van
- Wheelchair
- Public transportation (fixed-route)

Regular Transportation Appointments

Facilities wishing to make transportation arrangements for their residents/patients should contact a facility representative at least 2 days in advance.

Please have the following information available when making a reservation:

- Recipient's name, address and Medicaid number
- Name and address of facility
- Appointment day and time

Facility Department 1-866-679-6330

- Available Monday – Friday between 8 a.m. to 5 p.m.
- Trips must be medically necessary
- Fax Transportation Request Forms to 866-679-6329, 48 hours before appointment date.
- Verifiable urgent trips ** may be accepted with less than 48 hours notice

***Urgent trips are hospital discharges, doctor appointments deemed urgent by a physician, or facility transfers*

Standing Order Appointments

Facilities wishing to arrange a *standing order appointment for Medicaid recipients should contact a facility representative at least 2 days in advance:

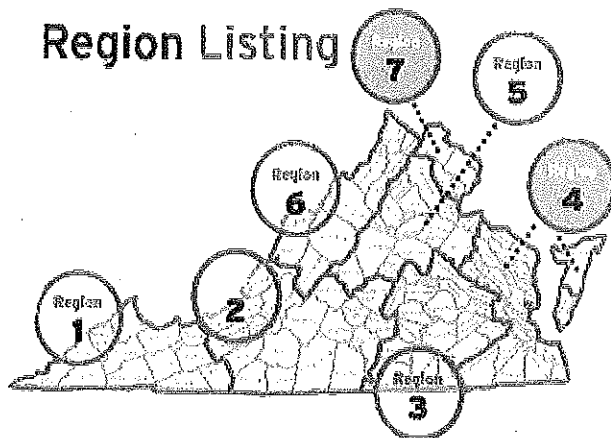
Facility Department 1-866-679-6330

Fax Number 1-804-236-1588

* Standing Orders are reoccurring trips for treatment that is permanent in nature for attending at least 3 times per week for a period of three months or more such as:

- Supported Employment
- Psychosocial rehabilitation
- Adult Daycare
- Dialysis
- Day Support

Region Listing



If a recipient's transportation is more than 15 minutes late call the appropriate Regional "Where's My Ride?" Line:

Region 1 (Norton) 1-866-386-8331
 Region 3 (Richmond) 1-800-742-9758
 Region 5 (Charlottesville) 1-866-973-3310
 Region 7 (Herndon) 1-866-707-3761

Region 2 (Bedford) 1-866-586-0255
 Region 4 (Norfolk) 1-866-966-3326
 Region 6 (Staunton) 1-866-973-3310