



LogistiCare[®]

SoonerRide



Spring 2018



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Confidential & Proprietary

logisticare.com

Member's Requests

- ✓ Member can call in or request a trip online
 - Reservation Line: **877-404-4500**
 - Online Website: **member.logisticare.com**
 - Ride Assist: **800-435-1034**
 - When member is ready for unscheduled return home
 - When member's scheduled time has changed
 - When member's scheduled ride is late
 - Concern/complaint

3 Business days' prior notice is required for routine NEMT, not counting the day of the appointment	
Monday	Booking for Thursday
Tuesday	Booking for Friday
Wednesday	Booking for Monday
Thursday	Booking for Tuesday
Friday	Booking for Wednesday
Saturday & Sunday	The cut off is Wednesday

Facility's Requests

- ✓ A Facility can call in or request a trip online
 - Facility Line: **800-435-1276**
 - Online Website: **tripcare.logisticare.com**
 - EDI form must be completed by facility to register

3 Business days' prior notice is required for routine NEMT, not counting the day of the appointment	
Monday	Booking for Thursday
Tuesday	Booking for Friday
Wednesday	Booking for Monday
Thursday	Booking for Tuesday
Friday	Booking for Wednesday
Saturday & Sunday	The cut off is Wednesday

Standing Orders and Single Trips

- ✓ Standing Orders
 - Member has a repeating appointment (Dialysis)
 - Weekly Recurring Appointment
 - Same Time
 - Same Location
 - Cancellations due to hospitalization should be communicated
 - Facility must set up, form can be faxed or set up online through TripCare

- ✓ Single Trips
 - Needing a one-time trip only
 - Member, Member Representative, Social Worker/Case Manager, or Facility may set up, form can be faxed or set up online through TripCare or member can set up through MSW (Member Services Website)

Modes of Transportation

- ✓ Mileage Reimbursement
 - \$0.40 Per Mile
 - 1 hour advance notice
 - Name of driver, address, phone number, Social Security Number
 - Form required with signature of treating physician

- ✓ Mass Transit
 - Member usage must be appropriate and available
 - Member resides less than $\frac{1}{4}$ mile from transit stop

- ✓ Ambulatory

- ✓ Wheelchair

- ✓ NEMT Stretcher

Hours of Operation

- ✓ Transportation Hours
 - Monday-Saturday, 4:00 A.M. to 7:00 P.M. CST

- ✓ Administrative Offices in Oklahoma City
 - Monday through Friday, 7:00 A.M. to 6:00 P.M. CST

- ✓ Reservation Line and Ride Assist
 - Monday through Friday, 7:00 A.M. to 8:00 P.M. CST

- ✓ Facility Department
 - Monday through Friday, 8:00 A.M. to 5:00 P.M. CST

- ✓ Calls are routed to the Atlanta Contact Center for all evening, weekend and holiday urgent care calls

Key Points

- ✓ 3 Business Days' Notice
- ✓ Shared ride program-other members may ride together on vehicle
- ✓ Urgent Requests -Require Verification of appointment/urgency
- ✓ Trips over 100 miles- Require approval from OHCA
- ✓ Reservations can be scheduled up to 14 days in advance via phone or up to 30 days in advance online
- ✓ Trips to ER are not a covered service
- ✓ Hospital Discharges
 - Medical Representative must request reservation
 - Pick up should occur within 3 hours of call from discharging facility
- ✓ 15 minute window of arrival for pickup
- ✓ Members with car in household are encouraged to transport, mileage reimbursement is offered

Key Points

- ✓ Escorts –Providers may not charge additional fees for escort
- ✓ Minors between the ages of 15 and 17 years may not ride alone unless a Minor Consent Form on file or minor is emancipated
- ✓ Minors under the age of 15 years must have escort
- ✓ Nursing home residents must be accompanied by Escort, who must ride in the vehicle with the member
- ✓ Member must provide necessary wheelchair, car seat or other DME
- ✓ Service Animals allowed per ADA
- ✓ Pharmacy trip allowed following approved trip and within 10 miles of member's return address
- ✓ Pharmacy allowed after hospital discharge if scheduled with same request
- ✓ Pick up location is restricted to member's residence

Key Points

- ✓ Requests for specific providers are allowed but cannot be guaranteed
- ✓ Drivers are limited to assisting member in and out of the vehicle at the curb
- ✓ Drivers do not load groceries or purchases
- ✓ Drivers do not assist members in and out of their residence or facility
- ✓ Drivers should notify member when they arrive for pick up
- ✓ Members should always call SoonerRide “Where’s My Ride” when they are ready to be picked up
- ✓ Members should not call the drivers when they are ready to be picked up
- ✓ Will Call Returns – pick up should occur within 1 hour of call from member to Ride Assist

TripCare Website

- ✓ Offers 24/7 access, enter a trip request or standing order request anytime, from anywhere
- ✓ Allows a facility to check the status of a trip request, as well as the ability to modify trip requests
- ✓ Eliminates the necessity to place request by phone
- ✓ Allows facilities with Standing Orders to verify monthly attendance
- ✓ Webinars hosted daily Tuesday-Friday at 1pm



Medical Provider Electronic Data Interchange (EDI) Forms

Date: _____

Facility Name: _____

Mailing Address: _____

Phone Number: _____ Fax Number: _____

Medicaid Provider Number or NPI Number: _____

Name of User: _____

User Email Address: _____

User Job Title: _____

By signing this form, I hereby agree that:

- I will abide by all federal and state regulations pertaining to protected health information (PHI) including the Health Insurance Portability and Accountability Act ("HIPAA").
- I will only provide TripCare access to employees at my medical facility that have a need to request or review transportation requests.
- I will remove terminated users or users who no longer need access to TripCare immediately.
- LogistiCare may remove TripCare access for me or my medical facility at any time, with or without cause.
- I will use TripCare in accordance with LogistiCare's documented instructions.
- I will not share my TripCare user ID or password with another user.
- I understand that the intentional entry of invalid or false information is unlawful and may have significant adverse legal repercussions.
- I will notify LogistiCare immediately if I believe a security incident has occurred.

User Signature: _____ Date: _____

Witness Signature: _____ Date: _____

Witness Name: _____ Title: _____

(Witness must work at the same medical facility)

TO BE COMPLETED BY LOGISTICARE FACILITY DEPARTMENT:

User ID Assigned: _____

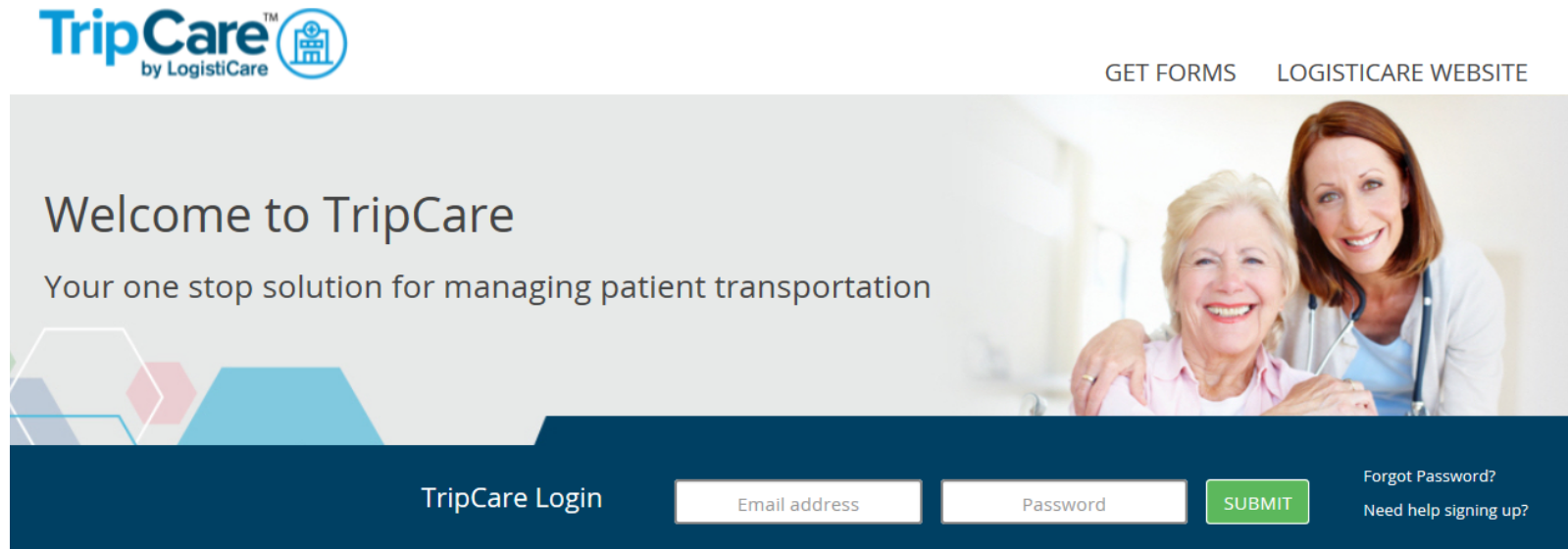
Employee Completing Request: _____

Date Completed: _____



Website Address

- <https://tripcare.logisticare.com/login>



Welcome to TripCare, your one stop solution for managing patient transportation. Once logged in you will have access to all the trips scheduled for your facility and the ability to make additional reservations. In TripCare you are able to view all the trips scheduled to your facility for any specified day. TripCare's dashboard allows you to manage trip requests, reservations, and know which transportation provider is assigned to each reservation. Use TripCare for all your transportation needs and consider it done.

Oklahoma SoonerRide- Contact Information

- SoonerRide Reservations 877-404-4500
- SoonerRide “Where’s My Ride” 800-435-1034
- Facility Line (Standing Orders) 800-435-1276

Downloadable Forms:

<http://facilityinfo.logisticare.com/okfacility/Downloads>

Questions?

