CookChildren's℠

Medicaid Medical Transportation Program Change

Effective April 16, 2012 the Texas Health and Human Services Commission changed the vendor for the Medical Transportation Program for Collin, Dallas, Denton, Ellis, Hood, Hunt, Johnson, Kaufman, Navarro, Parker, Rockwall, Tarrant, and Wise Counties. Medicaid enrollees in these Counties must now use the new Full Risk Broker, LogistiCare, Inc.

Please note the phone numbers and some of the processes have changed.

LogistiCare Contact Numbers:

Ride Setup, Reservations:	1-855-687-3255	8 a.m. to 5 p.m.
	1-877-564-9832	
Ride Assist, Complaints:	1-877-564-9834	24/7
TTY	1-866-288-3133	24/7
Fax	1-877-564-9833	

1. If a Medicaid Enrollee is going to request mileage reimbursement for self, family or friend, then the person who will be driving must call LogistiCare and request an "Individual Transportation Packet" (ITP). The ITP form asks for the driver's liability insurance coverage information, Social Security Number, and driver's license number. This form is then returned by mail to LogistiCare for review and approval which can be done in a few days. If needed sooner, LogistiCare will work with the member to coordinate the gas reimbursement. It is recommended that as soon as the member knows that mileage reimbursement will be necessary, he/she should call and request the ITP, complete it and mail it back to LogistiCare. That driver will then be approved until their driver's license or insurance expires.

 2. Crossing Service Areas. If a member resides in one Service Area, and is seeking care in another Service Area (for example, member resides in Grand Prairie in the Tarrant Service Area and has a SCP appointment with a provider in Plano, the Dallas Service Area), the member should call LogistiCare Ride Assist and speak with the Assistant Transportation Coordinator (ATC) at 1-877-564-9834. The ATC will let them know if any additional information is needed to approve the transportation on a one-time or on-going basis.

The Medical Transportation Program materials that you may have are no longer correct.