

Before calling LogistiCare

- Be prepared to provide your Medical Assistance number (Forward Health Card number) and date of birth (or if calling for someone else, the above information of person needing the transportation assistance).

- Do you need pre-authorization to claim mileage reimbursement?

- If you are requesting reimbursement for driving yourself or having a friend or family member drive you, call LogistiCare between 7am – 6pm **1-866-907-1493** before your trip.

- Do you have a scheduled apt.?

- Are you requesting authorization 2 business days in advance?

- Is this a medical ride?

Call LogistiCare between 7am-6pm 1-866-907-1493

- OR**

- Do you need a ride to a medical appointment?

- Do you have a scheduled apt.?

- Are you requesting transportation 2 business days in advance?

- Is this an urgent request? Call LogistiCare anytime at **1-866-907-1493**

- Is this a non-urgent medical ride to an MA covered service?
Call LogistiCare between 7am – 6pm, Mon. – Fri. **1-866-907-1493**

- If you have standing medical appointments, your doctor's office can fill out a form, (if over 3 days/wk and 3 months), or you can call LogistiCare and schedule rides for one month at a time.

- Is this a non-medical ride?

Call ADRC between 1pm - 4pm, Mon.- Fri. 1-715-346-1401

- Whether you are requesting reimbursement or need a ride, make sure you are prepared with the following:**

- Name, address and phone number of where you need to go.

- Pen and paper to write down the trip confirmation number provided by LogistiCare.

- Return time for your trip or schedule as a "will call" pick up.

- Tell LogistiCare if someone is going with you.

Write down common addresses – doctor's office, pharmacy - on the back side of this sheet.

