

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Post Office Box 8206
Columbia, South Carolina 29202-8206
www.scdhhs.gov

August 10, 2011

MEDICAID BULLETIN

All

TO: All Providers

SUBJECT: Transportation Broker Contact Information

In a Medicaid Bulletin dated June 20, 2011, the South Carolina Department of Health and Human Services (SCDHHS) announced that broker contracts for all Non-Emergency Medical Transportation Services (NEMT) awards were finalized and awarded to LogistiCare Solutions, LLC and American Medical Response, Incorporated.

Effective immediately, the brokers will begin receiving calls for appointments. The effective date of the transition for providing transportation services through contracted providers is August 22, 2011. Calls should be made to the broker assigned to the member's county of residence at least three days in advance for routine medical services. Calls received with less than three days notice may be denied, however, urgent requests with less than the three days notice will be covered whenever possible. All appointments are subject to verification with all urgent appointments requiring verification by the Broker for urgency and accuracy.

Contact information for each broker by their region and counties of responsibility are as follows:

Region 1: Logisticare

State Director: Lydia Hennick

Regional Manager: Krista Martin

Website: <https://memberinfo.logisticare.com/scmember>

Counties: Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee, Pickens, Saluda, Spartanburg

Reservations: 1-866-910-7688

"Where's My Ride": 1-866-910-7689

Administrative Line: 1-866-910-7684

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Region 2: Access2Care

State Director: Shawn Seewald

Network Coordinator: Stephen Robinson

Website: www.sc-access2care.com

Counties: Aiken, Allendale, Bamberg, Barnwell, Calhoun, Chester, Clarendon, Fairfield, Kershaw, Lancaster, Lee, Lexington, Newberry, Orangeburg, Richland, Sumter, Union, York

Reservations: 1-855-777-1255

“Where’s My Ride”: 1-855-777-1255 Option 1

Administrative Line: 1-855-777-1255 Option 6

Region 3: Access2Care

State Director: Shawn Seewald

Network Coordinator: Phonesia Machado-Fore

Counties: Beaufort, Berkeley, Charleston, Chesterfield, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Hampton, Horry, Jasper, Marion, Marlboro, Williamsburg

Reservations: 1-855-777-1255

“Where’s My Ride”: 1-855-777-1255 Option 1

Administrative Line: 1-855-777-1255 Option 6

All NEMT questions and calls should be directed to the appropriate broker. Questions concerning emergency ambulance services should be directed to the SCDHHS Transportation program at (803) 898-4614.

Your continued support of the South Carolina *Healthy Connections* Medicaid Program is appreciated.

/s/

Anthony E. Keck
Director

AEK/gvc