

**South Carolina**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**Post Office Box 8206**  
**Columbia, South Carolina 29202-8206**  
[www.scdhhs.gov](http://www.scdhhs.gov)  
November 15, 2013  
**MB# 13-045**

## MEDICAID BULLETIN

**ALL**

**TO: All Providers**

**SUBJECT: South Carolina Non-Emergency Medical Transportation**

The South Carolina Department of Health and Human Services (SCDHHS) offers assistance with transportation for members that need help getting to and from most Medicaid covered services. LogistiCare Solutions, LLC is the statewide Non-Emergency Medical Transportation (NEMT) Broker that is responsible for taking transportation reservations and arranging transportation with a qualified transportation provider. All transportation requests for routine medical services must be made in advance by the member, the member's health care provider or caseworker. Urgent non-emergency transportation requests and hospital discharges can be requested as soon as the member or caregiver identifies the need for transportation assistance.

**I. Contact Information:**

Regional contact information for LogistiCare is listed at the end of this bulletin along with the LogistiCare website for both members as well as providers. These websites include answers to frequently asked questions, forms and other information. Members and providers are reminded that scheduling reservations with LogistiCare as far in advance as possible allows LogistiCare to better meet the member's expectation. LogistiCare accepts reservations for routine appointments Monday through Friday from 8:00 am to 5:00 pm.

**II. Emergency Evacuation Policy:**

Transportation for emergency evacuations is not covered under the NEMT contract with LogistiCare. All nursing facilities and hospitals are required to have emergency evacuation plans in place to transport members to temporary shelters.

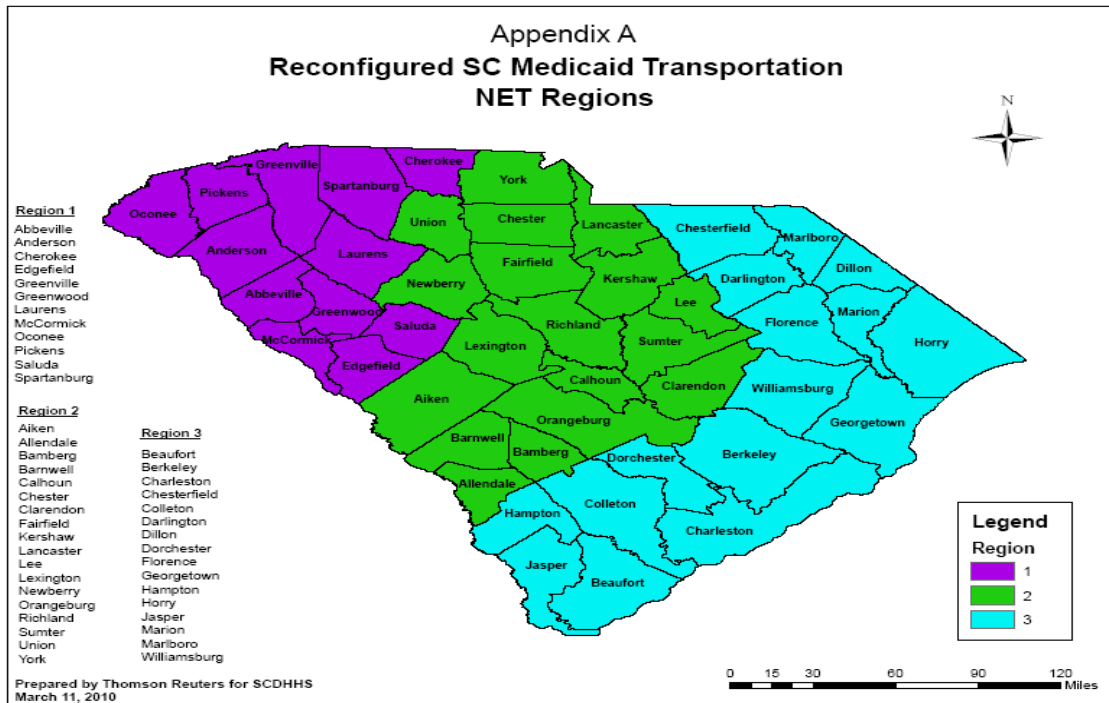
Non-emergency medical transportation already scheduled for routine medical appointments in the area of the disaster will be suspended. SCDHHS case managers will work with the State Disaster Preparedness Team to arrange transportation for members that are at home and need transportation to a temporary shelter. Once members are in a safe area of the state, the broker will

be responsible for arranging transportation to and from critical care appointments (i.e. dialysis, chemo, etc.). Medicaid will not directly pay for emergency evacuation transportation.

If you have any additional questions or concerns regarding this bulletin, please contact the Provider Service Center at (888) 289-0709. Thank you for your continued support in the South Carolina Healthy Connections Medicaid program.

/s/  
Anthony E. Keck  
Director

Attachment



**Region 1:** Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee, Pickens, Saluda, Spartanburg.

Reservations: 1-866-910-7688  
Late or missing ride: 1-866-910-7689  
Administrative Line: 1-866-910-7684

**Region 2:** Aiken, Allendale, Bamberg, Barnwell, Calhoun, Chester, Clarendon, Fairfield, Kershaw, Lancaster, Lee, Lexington, Newberry, Orangeburg, Richland, Sumter, Union, York.

Reservations: 1-866-445-6860  
Late or missing ride: 1-866-445-9962  
Administrative Line: 1-866-910-7684

**Region 3:** Beaufort, Berkeley, Charleston, Chesterfield, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Hampton, Horry, Jasper, Marion, Marlboro, Williamsburg.

Reservations: 1-866-445-9954  
Late or missing ride: 1-866-445-9964  
Administrative Line: 1-866-910-7684

**Statewide number for nursing homes and medical facilities – 1-866-420-6231**  
**Website for Members – <https://memberinfo.logisticare.com/scmember>**  
**Website for Health Care Facilities - <https://facilityinfo.logisticare.com/scfacility>**