



Louisiana Department of Health and Hospitals
BAYOU HEALTH Informational Bulletin 12-8
February 15, 2012; Revised May 30, 2012

Issue: To Schedule Non-Emergency Transportation Services (NEMT) for BAYOU HEALTH Members

- BAYOU HEALTH members are eligible to receive transportation to scheduled medical appointments (non-emergency medical transportation).
- Members of **UnitedHealthcare** and **Community Health Solutions** will continue to arrange **all** non-emergency medical transportation through First Transit at their 1-800-864-6034 number. (48-hour notice is required for UnitedHealthcare NEMT.)
- Members of **Amerigroup**, **LaCare**, and **Louisiana Healthcare Connections** will continue to arrange transportation for dental appointments, behavioral health appointments, therapy included in an Individual Education Plan (IEP) and any other “carved out” Medicaid service through First Transit at their 1-800-864-6034 number
- **Amerigroup** has subcontracted with Logisticare to provide NEMT for their members
- **LaCare** has subcontracted with MTM to provide NEMT for their members
- **Louisiana Healthcare Connections** has subcontracted with First Transit to provide NEMT for their members. *Note the number to call is different than the number for United and Community Health Solutions members.*

Plan Name	Call Center	Call Center #	Monday -Friday
UnitedHealthcare	First Transit	1-800-864-6034	8 am to 5 pm
Community Health Solutions	First Transit	1-800-864-6034	8 am to 5 pm
Amerigroup	Logisticare	1-866-430-1101	8 am to 5 pm
LA Healthcare Connections	First Transit	1-855-243-7624	8 am to 5 pm
LaCare	MTM	1-888-913-0364	7 am to 7 pm