



**Louisiana Department of Health and Hospitals**  
**Bayou Health Informational Bulletin 12-8**  
**Revised June 1, 2013**

**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 Logisticare to provide NEMT for their members
- **Louisiana Healthcare Connections** has subcontracted with TMS to provide NEMT for their members.

<b>Plan Name</b>	<b>Call Center</b>	<b>Call Center #</b>	<b>Monday -Friday</b>
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	TMS	1-888-994-1547	8 am to 5 pm
LaCare	Logisticare	1-888-913-0364	8 am to 5 pm