



Louisiana Department of Health
Informational Bulletin 12-8
Revised October 2, 2020

How to Schedule Non-Emergency Transportation Services (NEMT) for Healthy Louisiana Members

- As of Dec. 1, 2015, most Medicaid beneficiaries will be enrolled under a Healthy Louisiana plan for their transportation needs.
- All Healthy Louisiana members are eligible to receive transportation to scheduled medical appointments (non-emergency medical transportation).
- All five Healthy Louisiana plans subcontract with a transportation vendor to provide NEMT for their members. Transportation to and from regular medical appointments may be scheduled by calling the numbers as shown in the table below.

Plan Name	Call Center	Call Center #	Monday-Friday
Aetna	<u>One Call</u>	1-877-917-4150	<u>7 a.m. to 7 p.m.</u>
Healthy Blue	<u>MediTrans</u>	1-866-430-1101	<u>7 a.m. to 7 p.m.</u>
AmeriHealth Caritas LA	<u>Southeastrans</u>	1-888-913-0364	<u>7 a.m. to 7 p.m.</u>
LA Healthcare Connections	Logisticare	1-855-369-3723	<u>7 a.m. to 7 p.m.</u>
United HealthCare	<u>Logisticare</u>	1-866-726-1472	<u>7 a.m. to 7 p.m.</u>

Note: Medicaid recipients who are **not** enrolled in a Healthy Louisiana plan (i.e. those enrolled in the Take Charge Plus Family Planning program, the Medically Needy Spend Down Program, or as a Refugee) will arrange all non-emergency ~~non-ambulance~~ transportation by calling Southeastrans, the LDH contractor transportation broker, at 1-855-325-7626. (48-hour notice is required for NEMT.)

More information on transportation services in Healthy Louisiana can be found in Informational Bulletins 15-16 and 15-20.