

# Non-Emergent Transportation Vendor Change Effective Aug. 1, 2020

UnitedHealthcare Community Plan of Ohio

Beginning Aug. 1, 2020, LogistiCare is providing non-emergent transportation benefits to our UnitedHealthcare Community Plan and UnitedHealthcare Dual Complete® (D-SNP) members.

## Why are we making this change?

LogistiCare acquired National MedTrans.

## What does this mean for members?

There won't be any changes to the member transportation benefit as outlined in their benefit plan, only to the company providing these services. If members scheduled one-time or recurring trips taking place on or after Aug. 1 with National MedTrans, LogistiCare will automatically manage those requests to help members seamlessly make the transition.

## What does this mean for care providers?

If you're arranging non-emergency transportation for an eligible member, your staff can contact LogistiCare at the following phone number, depending on the member's benefit plan:

### For Member Rides

- UnitedHealthcare Community Plan - 800-269-4190
- UnitedHealthcare Dual Complete - 833-219-1175

### For Facility/Discharge

- All members - 866-910-7680

## We're Here to Help

If you have questions about this change, please us at **800-600-9007** (UnitedHealthcare Community Plan) or **866-944-3488** (UnitedHealthcare Dual Complete). Thank you.