



CHOICESM
Health Plans

Provider News

An Important Change for Arranging Non-Emergency Medical Transportation for VNSNY CHOICE Members

Effective September 1, 2020, LogistiCare will provide all non-emergency transportation services for members of VNSNY CHOICE MLTC and VNSNY CHOICE Total (HMO-DSNP). LogistiCare maintains a network of transportation providers that provide multiple levels of transportation services, including public transportation.

This is to notify our network facilities that patients who need transportation services will need to interact with LogistiCare.

As of August 19, 2020, you may arrange transportation for trips on or after September 1, 2020, by calling LogistiCare at 1- 866-428-2351, Monday – Friday, 7 am to 9 pm.

In the coming weeks, LogistiCare will distribute information to facilities, set up online webinars, and begin compiling the information needed to pre-load beneficiary trip information into its reservation system. Your facility may be asked to provide or confirm trips reservation details.

LogistiCare is a HIPAA Business Associate of ours and is authorized to receive client private health information. We request that you assist in the implementation of this program and release requested information to LogistiCare. Your cooperation and timely assistance will help to ensure that your patients arrive to their scheduled appointment safely and on time.

Thank you!

Provider Relations Department
VNSNY CHOICE Health Plans

Please call toll free: 1-866-783-0222
TTY for the hearing impaired: 711
Monday – Friday, 9 am – 5 pm

**Thank you for being part of the
VNSNY CHOICE Provider network!**

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.

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