

## How to Schedule Travel with Logisticare

In Philadelphia County the Medical Assistance Transportation Program (MATP) is run by LogistiCare Solutions. They provide rides (bus passes or van service) for persons receiving Medical Assistance. Rides can be reserved 30 days in advance of ride but must be at least three days in advance.

All medical rides must be arranged through the Department of Human Services Medical Assistance Transportation.

Call 1-877-835-7412 to make a reservation.

### Give them your information:

- Name of the clinic you will attend
- Date and time of the appointment
  - Tell them when the appointment starts and for van service when the appointment ends.
  - I often tell them 15-30 minutes prior to the time of the appointment, to ensure that I get to the doctors on time, and leave a little time after the appointment for late running appointments.
- Address of the clinic
- Phone number for the clinic
- Name of the doctor that you will be seeing (If you don't know, say "staff".)

### Logisticare will:

- Give you a reference number. (Write it down in case you need to call them back.)
- Check the medical visit and send the bus passes or van service.
- Van service can arrive 15 minutes earlier or later than the time given to them.
- Van service will need to know how long your appointment will take; get that information from the doctor's office or your experience to know when to return home.

If the van service is more than 15 minutes late, report it to 1-877-835-7420. You will use the reference number for them to access your scheduled ride.

**Escort Services:** An escort is paid for when you need someone to accompany the patient.

- If the patient is a child, then the parent is the escort. Other children are not covered for a bus pass or van service. All children riding in a van must use a car seat.
- If the patient is an adult, an escort can be arranged by giving Logisticare the doctor's name and phone number. The doctor will complete a Restriction Form and fax it to Logisticare. Then the ride can be scheduled with an escort.