

To: AmeriHealth Caritas Louisiana Providers

Date: March 21, 2018

Subject: Change in Non-Emergency Medical Transportation (NEMT)
Subcontractor

Summary: Effective April 1, 2018, AmeriHealth Caritas Louisiana is changing its non-emergent medical transportation vendor.

Effective April 1, 2018, AmeriHealth Caritas Louisiana's NEMT services will be transitioned from LogistiCare to Southeastrans Inc. Beginning March 1, 2018, members calling to schedule transportation for dates on or after April 1, 2018, will be routed to Southeastrans Inc.

The toll-free numbers used to access the AmeriHealth Caritas Louisiana transportation hotlines are posted below for your reference.

- Provider / Facility Customer Service: **1-877-931-4748**
- Member Transportation Line: **1-888-913-0364**
- "Where's my ride?": **1-877-659-6144** – Effective April 1, 2018, this line will no longer provide transportation status. Calls to this line will automatically be redirected to the member transportation line listed above (**1-888-913-0364**).

The non-emergency medical transportation services provided to our members are not changing.

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at **1-888-922-0007** or your Provider Network Management account executive. You can find contact information for account executives in the Resource section of our provider website, www.amerihealthcaritasla.com/provider.