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AGENCY FOR HEALTH CARE ADMINISTRATION

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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

July 22, 2020

Provider Type(s): All

United Healthcare of Florida, Inc. Transportation Vendor Transition to Logisticare

Beginning August 1, 2020, non-emergency transportation services for United Healthcare of Florida, Inc. (United) will be provided by Logisticare. United is a Statewide Medicaid Managed Care (SMMC) plan operating in regions 3, 4, 6 and 11.

All pre-scheduled and standing transportation trips for dates of service on or after August 1, 2020 will be automatically transferred to Logisticare.

To make an appointment for a transportation trip for a United Medicaid member, contact the Logisticare Customer Service Team at 1-866-372-9891.

For questions regarding this transition, contact United's Customer Service Department at 1-888-716-8787.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE http://ahca.myflorida.com/Medicaid/complaints/| **CALL** 1-877-254-1055

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