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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

January 15, 2021

Provider Type(s): All

Wellcare of Florida, Inc. d/b/a Staywell Health Plan of Florida, Inc. Non-Emergent Transportation Vendor Changes Effective 2/1/2021

Effective February 1, 2021, the following subcontractors will be providing non-emergent transportation services statewide for Wellcare of Florida, Inc. d/b/a Staywell Health Plan of Florida, Inc. (Staywell):

- Logisticare Solutions, LLC (Logisticare) will be providing transportation services for Managed Medical Assistance (MMA)-only and Serious Mental Health (SMI) enrollees.
- EpicMD Technologies, LLC dba Alivi NEMT Network (Alivi) will be providing transportation services for Long-Term Care (LTC)-only and Comprehensive (have both MMA and LTC) enrollees.

All pre-scheduled and standing appointments for dates of service on or after February 1, 2021 will be automatically transferred to Logisticare or Alivi as appropriate.

To make an appointment for a transportation service for MMA-only or SMI enrollees on or after February 1, 2021, contact Logisticare at:

- MMA-only enrollees please call: 877-659-8420
- SMI enrollees please call: 877-659-8412

To make an appointment for a transportation service for LTC-only or Comprehensive enrollees on or after February 1, 2021, contact Alivi at 1-888-863-0249.

For general inquiries relating to this transition, call Staywell Provider Services at 1-866-334-7927.

Please note: Medical Transportation Management (MTM) will continue to handle transportation for Children's Medical Services Health Plan enrollees. To make a transportation appointment with MTM, please continue to call 1-844-399-9469.

*Logisticare is in the process of changing their name to **ModivCare**. For questions regarding their name change, please contact Logisticare: brandquestions@modivcare.com.

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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