

Changes to facilitate the payment of nonemergency medical transport (NEMT) claims for Humana Gold Plus Integrated members

As you may know, LogistiCare administers nonemergency medical transport (NEMT) services for Humana Gold Plus Integrated (Virginia Commonwealth Coordinated Care, or VA CCC) members. Please note the following changes that will facilitate the payment of NEMT claims for these members, effective **Aug. 1, 2017**:

- Humana Gold Plus Integrated (VA CCC) members' NEMT services must be preauthorized by a medical facility or medical provider by calling LogistiCare at 1-855-253-6869. Trip requests from transportation providers will not be accepted. LogistiCare will assign the preauthorized trip to a transportation provider contracted with LogistiCare.
 - As a condition of payment, transportation providers must be contracted with LogistiCare and must receive a LogistiCare preauthorization job number prior to performing the NEMT service.
 - **Claims for NEMT trips preauthorized by LogistiCare for Humana Gold Plus Integrated (VA CCC) members must be submitted directly to LogistiCare for payment.**
 - Claims for Humana Gold Plus Integrated (VA CCC) members' NEMT services submitted directly to Humana will not be paid.
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- **If you are not currently participating under contract with LogistiCare and you would like to provide NEMT services to Humana Gold Plus Integrated (VA CCC) members,** please contact Angela Davis, LogistiCare network development manager, by email at Angelad@logisticare.com or by calling 1-866-810-8305, ext. 2615. If you have questions, please contact Humana provider customer service at 1-855-280-4002 from 8 a.m. to 8 p.m. Eastern time, Monday through Friday.
 - **If you are a LogistiCare-participating provider,** please refer to your provider agreement for claims submission information.

If you have questions, please contact LogistiCare Provider Assistance at 1-866-810-8302 from 8 a.m. to 6 p.m., Monday through Friday.