

Provider manual – LogistiCare Solutions, LLC name change

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

As of January 4, 2021, LogistiCare Solutions, LLC,* the nation’s largest provider of non-emergency medical transportation and our transportation provider for regions 1 through 9, has formally changed its company name to ModivCare Solutions, LLC (ModivCare). The name change to ModivCare will not change the services your patients rely on or the support they receive for non-emergency medical transportation. Patients will still contact **1-866-372-9794 (TTY 1-866-288-3133)** Monday to Friday from 8 a.m. to 5 p.m. ET to schedule transportation details.

Please note that the current provider manual does not reflect this name change. The name change updates can be found below on the corresponding pages.

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Organization/program	Phone number
ModivCare, formerly known as LogistiCare (transportation — for regions 1 through 9)	1-866-372-9794

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Service	Coverage/Limitations	PA
Nonemergency transportation services to and from all medical appointments: This could be on the bus, a van, a taxi, or other kinds of vehicles.	Through ModivCare, formerly known as LogistiCare, regions 1 through 9 and Medical Care Transportation (MCT) regions 10 and 11 cover the following services for recipients who have no other means of transportation: <ul style="list-style-type: none"> • Out-of-state travel • Transfers between hospitals or facilities • Escorts when medically necessary 	PA is required for out-of-state travel and transfers between hospitals or facilities.

* LogistiCare Solutions, LLC, is an independent company providing non-emergency medical transportation on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

<https://provider.simplyhealthcareplans.com>

<https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

SFL-NL-0291-21 April 2021