MaineCare Services
An Office of the
Department of Health and Human Services

Paul R. LePage, Governor Mary C. Mayhew, Commissioner

Department of Health and Human Services
MaineCare Services
Member Services
11 State House Station
Augusta, Maine 04333-0011
Toll Free (800) 977-6740
TTY Users: Dial 711 (Maine Relay)

Date

Member Name
Member Address
Member Address
Member Address

Dear MaineCare Member,

As of August 1, 2013, MaineCare is working with new transportation companies. These companies are called "Brokers." Brokers arrange rides for MaineCare members to covered appointments. Transportation is still available to members who are eligible.

The change for you is that you will call a Broker for rides. The Broker will then set up trips for you.

The Brokers do not arrange emergency transportation. In a medical emergency, you should call an ambulance.

If you have questions or concerns before July 22, 2013, call MaineCare Member Services at 1-800-977-6740 or TTY users dial 711 for Maine Relay Service.

Please use the following instructions for any appointments you have starting August 1. Trips in July should be scheduled as you do now.

You can not schedule trips for August until July 22, 2013.

Starting on Monday, July 22, 2013:

- You will contact your Broker to set up the trip. The transportation Broker in your region is **Coordinated Transportation Solutions, Inc., 1775 Lisbon Street, Lewiston, ME 04240.**
- If you have questions or need help with rides, call your Broker at **1-855-388-1069**.
- If you have a complaint, you can also call your Broker at 1-855-388-1069.
- If you disagree with a decision made by the Broker, you have appeal rights. To appeal, you can contact the Broker at 1-855-262-0864 or MaineCare Member Services at 1-800-977-6740.

Please note the Broker phone numbers will not work before Monday, July 22, 2013.

The Broker will determine what transportation services you qualify for. Some examples of how the Broker may get you to your medical appointment include:

- Paying you for mileage from your home to your appointment and back, if you use your own vehicle.
- Paying a friend or family member for mileage from your home to your appointment and back, if he/she brings you.
- Giving you a pass or fare if you use public transportation, such as a bus, train, or ferry.
- Setting up a ride to your appointment and back with a volunteer.
- Setting up a ride to your appointment and back with an agency.
- Setting up a ride to your appointment and back in a specialty vehicle, such as a wheelchair van, if you have special medical needs.
- Setting up a ride to your appointment and back with a taxi, in certain cases.

The Broker must follow MaineCare rules about what type of transportation they offer you. You must use whatever type of transportation the Broker provides unless you have a health reason not to.

How do I get transportation to an appointment?

- Call your transportation Broker at 1-855-388-1069.
- For scheduled appointments, you must call the Broker at least two (2) business days before your appointment. If you do not call in advance, the Broker may not be able to arrange transportation.
- If you cancel or change the date or time of an appointment, call the Broker right away.
- If you schedule a medical service outside of Maine, call the Broker right away. The Broker will need time to confirm that MaineCare has given permission for the out of state service.
- If you need to bring someone to help you at your appointment due to a medical need, let the Broker know so it can ensure room for you and the other person.
- You should make every effort to arrange childcare, if needed. The Broker may not be able to set up the trip so that you can bring your children with you.
- If you need emergency care, call an ambulance. Emergency care means there is a risk to your life or long-term health. Brokers do not arrange emergency transportation.
- If you need urgent care, you can call the Broker. Urgent care means you need to see your doctor soon, but it is not an emergency. If you need urgent care, the Broker will arrange transportation, even if you did not call 48 hours in advance.

When is transportation for urgent care allowed?

- Your doctor tells you to get medical care on the same day you call or the next day.
- Your doctor tells you to come back in for follow-up in two days or less.
- You are released from the hospital.
- Your doctor refers you to a specialist who can see you in two days or less, but if you cannot make the appointment within two days, you would have to wait two weeks or longer for an appointment.
- You are rescheduling an appointment because the Broker caused a delay.

The Broker is required to verify appointments. The Broker may:

- Call your doctor's office to confirm your appointment before your trip.
- Call your doctor's office after your appointment to confirm that you went to it.
- Ask your doctor if you need to be seen on the same day or next day for an urgent request.

In closing, I hope this transportation change is seamless for you and improves your MaineCare non-emergency transportation experience. Please call the numbers listed in the first page of this letter if you have questions or concerns.

Sincerely,

Stefanie Nadeau, Director
Office of MaineCare Services