



## **New Transportation Vendor for UnitedHealthcare Community Plan Members Beginning May 1, 2018**

Starting May 1, 2018, National MedTrans Network (NMN) will replace Logisticare as the transportation benefit provider for UnitedHealthcare Community Plan of Florida members. That means that members will need to contact NMN to schedule and arrange their non-emergency medical transportation.

### **What This Means for You**

There's no action required from you during the transition. Members will be getting more information about NMN and scheduling their transportation beginning May 1.

### **What This Means for Members**

This vendor change won't affect the member's transportation benefit or services. The only difference is the member will now contact NMN to arrange transportation.

### **Continuity of Care**

Members can continue using Logisticare for trips already scheduled through June 30, 2018. If they use Logisticare after July 1, 2018, they may have to pay the full cost of transportation.

### **Scheduled or Recurring Rides**

Some members may have trips already scheduled with Logisticare after May 1 and we want to help ensure that the member has a smooth transition between vendors. On April 1, 2018, members can start contacting NMN at **844-714-2219**, Monday – Friday, 7 a.m. – 7 p.m. Eastern Time, for help with changing any previously scheduled trips or to schedule any trips they may need after May 1.

Members can also contact us at the Customer Service number on their ID card for help with using their transportation benefit.

### **We're Here to Help**

If you have questions, please contact our Provider Services at **877-842-3210**. Thank you.