



Important Notice –

Change in Network Vendor May 1, 2018

Thank you for being a member of UnitedHealthcare of Florida Community Plan. This letter is to tell you about a change. On April 30, 2018, Logisticare will no longer be providing the transportation for UnitedHealthcare of Florida. Beginning May 1, 2018, we will begin using a new transportation provider, NatMedTrans Network (NMN).

What does this mean for me?

There will not be any changes to the benefits that you receive, only to the provider of these services. If you are already using Logisticare, you will be able to keep using them for already scheduled trips for up to 60 days from May 1st, 2018. This is called Continuity of Care. This is to help you make the switch to National MedTrans. If you keep using Logisticare after the 60 days, you may have to pay the full cost.

What happens to the recurring rides that I already have planned?

Beginning March 1st, we will work with Logisticare to make sure they tell NatMedTrans about your already planned trips. You are also able to contact NatMedTrans as of April 1, 2018 for help with changing any trips, or for planning trips for after the May 1st date.

How will I plan future rides to my doctor?

Starting May 1, 2018, you will call NatMedTrans customer service at 866-372-9891, Mon-Fri 7am-7pm to schedule your ride. You can still contact UnitedHealthcare Customer Service Department for any help by calling 888-716-8787.



UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

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