

Member Handbook Update – Transportation Vendor Change

Effective April 1, 2011, Logisticare will no longer provide transportation services to CareSource members. CareSource will instead be using TMS for statewide transportation services.

To schedule transportation on or after April 1, 2011, call CareSource Member Services at 1-800-390-7102 (TTY: 1-800-639-3777 or 711). Select the menu option for member, then transportation.

CareSource will still give all members 40 one-way trips per member per calendar year to health care visits. An added service with the new transportation vendor is same-day rides for hospital discharges. Members will need to use the same process to request this service.