

***Dear Member,***

As a Louisiana Healthcare Connections member, you get **free** transportation to and from regular medical appointments. Your transportation benefits are handled by LogistiCare. You can also be reimbursed for transportation costs to and from medical appointments.

To be reimbursed for transportation, you will need a Trip Number. This means you will need to schedule your trip with LogistiCare at least 48 hours **before** your appointment. **If you are driven by a friend or family member you need a Trip Number.**

We have enclosed a blank reimbursement form with this letter. Feel free to make copies of the blank form for any future trips. You can also contact the LogistiCare Reservation Line to request blank copies of the form. Call **1-855-369-3723** (Hearing Loss: 711) Monday through Friday from 8:00 a.m. to 5:00 p.m.

**Please Note: Your physician must sign the form** as proof that you were at your appointment. If your form is incomplete, you will not receive payment for your trip. The distance will be calculated as the number of miles from your home to your medical appointment.

***Here's how it works:***

1. When you call to schedule your trip you will receive a Trip Number. **Write down the trip number and date of your trip on the reimbursement form as soon as you get it!** Forgetting to add this is a common mistake and will cause your reimbursement to be denied.
2. You must fill out the entire form **except** for the space for "Physician Signature."
3. Take the form with you to your medical appointment and have your physician sign it. Your physician should sign in the "Physician Signature" space on the form.
4. **There can only be one driver on a form.** You must complete a separate form for each of the people driving you to your medical appointments.
5. If you have the same driver for more than one trip, you can put up to seven trips on one form.
6. Once your form is complete, mail it to:  
**LogistiCare Claims Department  
Louisiana Mileage Reimbursement  
2552 West Erie Drive Suite 101  
Tempe, AZ 85282-3100**
7. Payment will be mailed within 15 days of LogistiCare receiving your completed form.
8. If you have any questions, please call LogistiCare at **1-855-369-3723** (Hearing Loss: 711) Monday through Friday from 8:00 a.m. to 5:00 p.m.