



## RESOURCES FOR FACILITIES

LogistiCare manages and arranges for non-emergent transportation only. If you have a member that is experiencing a potential life or limb threatening emergency and needs to go to the emergency room, you should call “911.”

**To arrange transportation, to activate a “will call” return ride, to inquire about the ETA of a pick-up, to file a complaint, or for any general LogistiCare questions, including necessary Standing Order reporting:** utilize the dedicated California Facilities Assistance phone number.

<b>CALIFORNIA FACILITIES ASSISTANCE PHONE:</b>	<b>866-529-2128</b>
<b>CALIFORNIA FACILITIES ASSISTANCE FAX:</b>	<b>877-601-0535</b>

**To escalate an issue you feel is not being adequately resolved by first calling the CA Facilities Assistance phone number and filing a complaint, or to request an in-service meeting:** please contact your area Outreach Coordinator.

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Health Plan	Level of Service
Alameda Alliance	All levels of service
Anthem Blue Cross Medi-Cal	All levels of service
California Health & Wellness Plan	All levels of service
Health Net CalViva	All levels of service
Health Net Medi-Cal	All levels of service
Health Net Cal MediConnect	All levels of service
Health Net Commercial HMO & Seniority Plus	Gurney, Ambulance ONLY
Health Net Special Needs Program (SNP) Gold, Jade, Amber I, Amber II, Sapphire, Sapphire Preferred, Ruby	Ambulatory, Wheelchair, Gurney ONLY
**Humana Medicare -- 866-588-5123	Ambulatory, Wheelchair
**Managed Health Network (MHN) -- 866-481-9791	All levels of service
**United HealthCare (UHC) Medicare -- 866-418-9813	Ambulatory, Wheelchair
**Anthem Medicare -- 855-875-5197	Ambulatory, Wheelchair, Gurney* (*for ESRD program only)