

9-21-17: Updated information:

Florida Medicaid will ensure reimbursement for services provided in good faith to eligible Florida Medicaid recipients during the Hurricane Irma disaster grace period. The Agency’s Hurricane Irma disaster grace period is from **9/7/17 through 9/21/17**. Beginning Friday, September 22, 2017, Florida Medicaid will resume its normal business operations.

9-8-18: Transportation for Medicaid recipients:

To ensure continuity of care and safety for all Florida Medicaid recipients during and after Hurricane Irma, the following vendors that provide non-emergency transportation services to Florida Medicaid recipients (both in fee-for-service and in managed care) have agreed to assist with inter-facility transfers or relocation services for Medicaid recipients needing to evacuate to a safe location regardless of whether the transportation broker is contracted with the Agency or a health plan to serve the particular area/county: MTM, LogistiCare, Access2Care, Secure and Veyo. All transportation vendors are committed to continuing to provide transportation to critical medical services, such as chemotherapy and dialysis services as well, when the facilities providing those services remain available and when the safety of the recipient and the driver can be assured. For your convenience, we are including a list of all transportation brokers providing services to Florida Medicaid recipients, including the regions (i.e., counties) in which they serve, and specific contact information.

[Link to Regions Map](#)

Managed Care Transportation Contact Numbers			
PLAN	Regions of Operation	Transportation Contractor	Contact Number
Aetna	11	Transportation Subcontractor - Access2Care	866-411-8912
Amerigroup	5,6,7,11	Transportation Subcontractor-Logisticare	866-372-9794
Children’s Medical Services Plan (Community Care Plan)	8,9,10 and 11	Transportation Subcontractor - LogistiCare	866-250-7455
Children’s Medical Services Plan (Ped-I-Care)	1,2,3,4,5,6 and 7	Transportation Subcontractor -Access2Care	855-739-5986
Community Care Plan	10	Transportation Subcontractor - LogistiCare	866-306-9358
Humana	1,6,9,10 and 11	Transportation Subcontractor- LogistiCare	866-779-0565
Magellan Complete Care	2,4,5,6,7,9,10 and 11	Transportation Subcontractor - Veyo	888-838-7978
Molina	1,4,6,7,8,9 and 11	Transportation Subcontractor- Secure	877-775-7340