

IMPORTANT NOTICE

REGARDING NON-EMERGENCY MEDICAL TRANSPORTATION

Beginning October 1, 2012, LKLP Community Action Council (LKLP) will provide brokerage services for all non-emergency medical transportation for Medicaid transportation eligible recipients living in ***Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, and Warren*** counties. Persons who are eligible for transportation services and the trips that are covered by the non-emergency medical transportation program are not changing.

PLEASE NOTE: LKLP Community Action Council (LKLP) DOES NOT PROVIDE EMERGENCY MEDICAL OR STRETCHER TRANSPORTATION. If you need emergency medical transportation, please call 911. If you need to travel on a stretcher to a non-emergency medical appointment, please call your local ambulance provider.

If you use non-emergency medical transportation on a regularly scheduled basis, you may CALL LKLP Community Action Council (LKLP) BEGINNING September 15, 2012 to schedule for trips beginning in October.

HOW TO SCHEDULE NON-EMERGENCY MEDICAL TRANSPORTATION

- **Call LKLP Community Action Council (LKLP) at **1-800-245-2826** immediately after scheduling your medical appointment to arrange your transportation. Please remember that you must give **72-hour** notice prior to the trip.**
- **LKLP Community Action Council (LKLP) can be reached Monday – Friday – 8:00 a.m. – 4:30 p.m. and on Saturday - 8:00 a.m. – 1:00 p.m. Broker scheduling and business functions are closed New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. Urgent Care Transportation can be requested 24/7, including Holidays.**
- **Have your Medicaid card readily available to you as well as your medical appointment information (such as Date of Appointment, Time of Appointment, and Medical Provider Name and Address) when you call, so that you give the necessary information to your broker over the phone.**
- **Tell the broker about any special transportation needs you may have (such as a wheelchair lift or a car seat for your child).**
- **LKLP Community Action Council (LKLP) will schedule your transportation and will advise you of the time you will be picked up for your appointment.**
- **If you cancel your medical appointment, please call LKLP Community Action Council (LKLP) at least 24 hours in advance prior to your scheduled trip to cancel transportation.**

PLEASE KEEP THIS NOTICE FOR FUTURE REFERENCE WHEN YOU NEED TO SCHEDULE NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES.

If you have questions about scheduling non-emergency medical transportation or have complaints about your transportation, call LKLP Community Action Council (LKLP) at 1-800-245-2826. If your complaint cannot be resolved by LKLP Community Action Council (LKLP), call the Kentucky Transportation Cabinet, Human Service Transportation Delivery Branch, at 1-888-941-7433. A Medicaid Specialist will be readily available to assist you.

