CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Steven L. Beshear
Governor

275 E. Main Street, 6W-A
Frankfort, KY 40621
(502) 564-4321
Fax: (502) 564-0509
www.chfs.ky.gov

Janie Miller
Secretary

Elizabeth A. Johnson
Commissioner

May 15, 2008

MEMBER NAME
ADDRESS ONE
ADDRESS TWO
CITY, STATE ZIP

RE: Non-Emergency Medical Transportation

Dear MEMBER NAME:

Beginning July 1, 2008, **LKLP (Letcher, Knot, Leslie, and Perry counties) Community Action Council** will provide non-emergency medical transportation brokerage services for Medicaid recipients living in ***Breckinridge, Grayson, Hardin, Larue, Marion, Meade, and Nelson*** counties. Medicaid recipients who are eligible for transportation services and the trips that are covered will not change.

PLEASE NOTE, LKLP COMMUNITY ACTION COUNCIL 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 regular basis, you may **CALL LKLP Community Action Council BEGINNING JUNE 1, 2008 to schedule trips for JULY.**

The following are steps describing how to schedule non-emergency transportation:

- Call **LKLP Community Action Council** 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 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 available 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 you can give 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 will schedule your transportation and advise you of your pick up time.

- If you cancel your medical appointment, please call LKLP Community Action Council 24 hours in advance to cancel your scheduled 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 at 800-245-2826. If your complaint cannot be resolved by LKLP Community Action Council, 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.

Sincerely,

Elizabeth A. Johnson
Commissioner

Xc:

EAJ/CB/DG/vlp00459