

March 28, 2012

To the offices of Non-Emergency Medical Transportation:

We are writing in regard to numerous issues we and our patients have had with the Logisticare transportation system that is set up to serve eligible Missouri Medicaid patients. We have had a large number of issues with their mileage reimbursement and ride provision services. We serve patients from around the state of Missouri who rely on Logisticare services to get to and from their appointments. Many of these appointments are for life-saving/prolonging cancer treatments and other crucial medical procedures.

We have had many issues with Logisticare registering patients for travel reimbursements that never gets paid back to the patient. Some travel reimbursements logs have been reported received and then reimbursement never issued without multiple, tedious inquiries to prompt action. Some logs get reported back to us as denied due to being 'late' per Logisticare's reimbursement parameters. While we as professionals and our clients are not perfect, it is felt there have been too many of these log receipts rejected as 'late' to all be coincidence.

There have also been numerous issues with patients being inconsistently told they need Letters of Medical Necessity [LMN]. The prior system required 1 LMN for a patient to see a provider, which would then be approved for a set amount of time. Now patients are being told they need to send a LMN for every trip. This lack of uniformity disrupts patient's treatment schedules that are already in a weakened, vulnerable state. Most of them have little other resources to get access to their medical care. This also diverts a high number of hours of medical staff time pursuing answers to solve patient transportation issues with Logisticare. There appears to be a lack of consistency in reasoning or timeliness of Logisticare requiring LMNs from some patients, many of whom are in the midst of cancer treatment.

We feel the reliability and efficiency of Logisticare's services should be investigated due to the number of issues many of our patients and we as professionals have experienced. A state-paid service such as Logisticare should have transparency in their practices and guidelines, as well as consistency; this vendor lacks all of the above. The clients intended to be served are already in vulnerable situations due to poor health and financial issues.

As advocates for our patients it is our responsibility to bring these matters to your attention for review and action.

Kind regards,  
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