



PROVIDER ALERT

Alert#: PA-2006 06
Issued: October 2006

To: CT BHP Providers

Subject: Transportation Services: Provider Change for PreferredOne Members

Effective November 1, 2006, WellCare of CT, Inc., PreferredOne, has contracted with a new transportation company. LogistiCare Solutions, LLC of Wallingford, Connecticut, will provide transportation services to PreferredOne Members starting on November 1, 2006. LogistiCare currently provides transportation services to several Connecticut health plans as well as the State of Connecticut. Our contract with our current transportation provider Coordinated Transportation Solutions, Inc., (CTS) will terminate effective October 31, 2006.

Phone Number Change! The number to call to arrange for transportation services has changed. The new number is **1-877-831-3147**. This phone number will be available starting October 23, 2006.

Benefits: There is no change in Member's benefits

Members with Medical Exceptions: For Members who live on a bus route, but take a taxi due to a current medical condition, their medical exception information will be forwarded to LogistiCare to continue receiving uninterrupted taxi services.

LogistiCare's Customer Service Phone Line Available as of October 23, 2006:

To schedule transportation services for November 1, 2006 and forward, please call 1-877-831-3147 on or after October 23, 2006. Regular appointments need to be scheduled at least 48-hours prior to Member's medical appointment. For urgent same day appointment please contact LogistiCare on or after November 1, 2006. Please note that LogistiCare needs a minimum of two hours to arrange urgent same day transportation.

For services prior to November 1, 2006, continue to call CTS at 800-818-6781 or 203-736-8810.

WellCare of CT, Inc., looks forward to partnering with LogistiCare to provide quality service to our Members. If you have any questions or concerns about our new transportation provider, please contact your PreferredOne Provider Representative at 203-239-7444.