



# Your Plan YOUR WAY

PHP Care Complete FIDA-IDD  
(Medicare - Medicaid Plan)

## Attention Eligible Members of our Non-Emergency Transportation Benefit!



### Transportation Announcement: **LogistiCare is now called ModivCare.**

As part of your benefits with Partners Health Plan, you are eligible for a Non-emergency Medical Transportation (NEMT) benefit, managed by LogistiCare. **LogistiCare has rebranded and changed its name** as of the week of January 4, 2021.



### What does this mean for you?

✓ **When you call LogistiCare to set up your rides, the person on the other line may answer the phone like this:** “Hello and thank you for calling ModivCare formerly known as LogistiCare. How may I help you?”

✓ **When you visit LogistiCare’s website, you will see a new logo that looks like this:**



✓ **Their website will have more information about the rebrand,** as well as new colors for the new company name: **ModivCare.com.**

✓ **You will continue to use the same links to schedule your ride as you do today through the online booking system.** The way you schedule your rides will not change.

✓ **The rebrand of LogistiCare will not change the services you rely on or the day-to-day help that you receive for your Non-emergency Medical Transportation.** There are new and exciting changes in store at LogistiCare over the coming year and we will be sure to share any updates with you!

**For questions on transportation please contact your Care Manager.**  
**CLICK HERE** for more information on the change from ModivCare (formerly Logisticare)

#### **PHP Care Complete FIDA-IDD (Medicare - Medicaid Plan)**

For more information, visit [www.phpcares.org](http://www.phpcares.org) or call (855) 747-5483/TTY 711. 7 days a week, 8:00 AM - 8:00 PM

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide participants free, confidential assistance on any services offered by Partners Health Plan.

ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at [icannys.org](http://icannys.org).

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.