

## Getting a Ride to the Doctor LogistiCare and Your Rights Under HUSKY

If you have HUSKY, you have the right to get a ride to a medical appointment. LogistiCare is the company hired by Connecticut to arrange your ride.

### The Rules

#### When do I need to call?

- You must call 2 business days before you need a ride.
- If you need to get there sooner, ask LogistiCare to call your doctor.**

#### What kind of ride do I get? Taxi or bus?

- LogistiCare will decide how sick you or your child are and/or how far the bus stop is from your house and from the doctor.
- If needed, the doctor can tell LogistiCare that you need a taxi.**

#### How far will LogistiCare take me?

- Your doctor cannot be more than 15 miles from your house.
- If you need to see a doctor who is further away, LogistiCare should call the doctor.**

#### Can other families be in the taxi?

- LogistiCare can put another HUSKY family in your taxi.
- If your doctor says no to this, LogistiCare has to let you ride without anyone else.**

#### How long do I have to wait for the taxi?

- You should not have to wait more than **15 minutes** for the taxi to come take you to the doctor.
- You should not have to wait more than **45 minutes** to get picked up from your appointment.

#### Calling LogistiCare

- Your call should be picked up in 4 rings
- LogistiCare should be talking to you in 5 minutes
- LogistiCare should be respectful

### Complaints

#### Complaining about your ride

- LogistiCare should tell you that you can complain
- LogistiCare should tell you how to complain
- LogistiCare should get back to you about a complaint

#### If LogistiCare says no to a ride

You should get something in writing if LogistiCare won't give you the ride that you want. This includes:

- Saying no to the ride
- Saying no to part of your request (bus instead of taxi, ride for only one parent instead of both, etc.)

#### How to appeal

- You have the right to appeal if LogistiCare says no.
- The Department of Social Services should give you a letter with appeal papers.

### Concerns and Questions

**Please fill out the form on the back and call Attorney Bonnie Roswig at 860-545-8581 or email [broswig@kidscounsel.org](mailto:broswig@kidscounsel.org)**



Center for Children's Advocacy Medical-Legal Partnership Project  
[kidscounsel.org/mlpp](http://kidscounsel.org/mlpp)

Attorney Bonnie Roswig 860-545-8581 [broswig@kidscounsel.org](mailto:broswig@kidscounsel.org)  
Attorney Jay Sicklick 860-570-5327 [jsicklick@kidscounsel.org](mailto:jsicklick@kidscounsel.org)  
Attorney Alice Rosenthal 203-688-0113 [arosenenthal@kidscounsel.org](mailto:arosenenthal@kidscounsel.org)

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**If you want to share your problems with LogistiCare, please fill out this form.**

Please answer these questions and/or contact Attorney Bonnie Roswig at 860-545-8581 or broswig@kidscounsel.org

Your Name (optional) \_\_\_\_\_ Phone Number \_\_\_\_\_ City \_\_\_\_\_

Date that you had a problem with LogistiCare \_\_\_\_\_

**Put an X on the line next to all the problems you had with LogistiCare service**

- \_\_\_ I waited on the phone for a very long time
- \_\_\_ LogistiCare was rude to me on the phone
- \_\_\_ My taxi was late
- \_\_\_ My taxi was too early
- \_\_\_ My taxi did not show up
- \_\_\_ LogistiCare would not send a taxi that I needed in less than 48 hours
- \_\_\_ I needed a taxi but LogistiCare would only give me a bus pass
- \_\_\_ LogistiCare said NO to any ride at all
- \_\_\_ LogistiCare said NO because my doctor is too far away
- \_\_\_ There were other people in the taxi and I was supposed to have my own taxi
- \_\_\_ The taxi driver was rude and disrespectful
- \_\_\_ I asked for a bus pass at least 5 days before my appointment, but it arrived too late for me to use it
- \_\_\_ I have been taking a bus because there are so many problems to get a taxi
- \_\_\_ Other problems: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Complaints**

Did LogistiCare tell you that you could complain?      \_\_\_ Yes      \_\_\_ No

Did you tell someone at LogistiCare about your complaint?      \_\_\_ Yes      \_\_\_ No

If you complained, did LogistiCare call you back?      \_\_\_ Yes      \_\_\_ No

If LogistiCare called you back, what happened? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Appeals**

If LogistiCare said NO to your ride because of distance or doctor or kind of ride, were you told that you could appeal?

\_\_\_ Yes      \_\_\_ No

Did you get anything about your right to appeal in writing?

\_\_\_ Yes      \_\_\_ No

Please contact Attorney Bonnie Roswig at 860-545-8581 or broswig@kidscounsel.org to talk about your complaint.