



Department of Health and Human Services
MaineCare Services
Member Services
11 State House Station
Augusta, Maine 04333-0011
Toll Free (800) 977-6740
TTY Users: Dial 711 (Maine Relay)

June 19, 2014

Dear MaineCare Member,

Important Notice About August 1, 2014 Changes to MaineCare Non-Emergency Transportation

Beginning on August 1, 2014, Coordinated Transportation Solutions (CTS) will no longer provide non-emergency transportation to MaineCare members. If you live in an area that CTS currently covers, you will have to call a new company for any trips that you need for August 1, 2014 or later. For trips through the end of July, continue to call CTS. If your broker was Logisticare or Penquis CAP, this will not change.

Who you will call depends on which area you live in. A guide on who to call for rides on or after August 1st is included with this letter.

We know that getting transportation in the past year has been very difficult for many people. We believe that these changes will improve our transportation program. If you have concerns with your broker, you can always call MaineCare Member Services at 1-(800)977-6740 or email at Mainecaremember@molinahealthcare.com. Office hours are Monday through Friday, 7:00 AM to 6:00 PM.

For more information, visit the Member Transportation webpage at:
http://www.maine.gov/dhhs/oms/member/member_transportation.html

Sincerely,

Stefanie Nadeau, Director
Office of MaineCare Services