

Dear Member,

As part of your benefits with United Healthcare you are eligible for Non-emergency Medical Transportation (NEMT) benefits, managed by LogistiCare. As of January 6, 2021, LogistiCare has changed its name to ModivCare.

### What this means for you

Starting the week of January 6th:

- When you call LogistiCare to set up your rides, the person on the other line will 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:



- The website will have more information about this change, as well as new colors for the new company name.
- 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.

This change of name will not impact 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 any questions, contact Member Services at 1-877-542-9238, TTY 711, 8:00 a.m. – 6:00 p.m. CT, Monday - Friday.