

FILING A COMPLAINT WITH MODIVCARE

Modivcare is New Jersey's nonemergency medical transportation service for Medicaid beneficiaries. With this responsibility, Modivcare has required policies for receiving and addressing complaints from beneficiaries of its services. A complaint may concern any act, failure to act, or problem with Modivcare.

NOTE: As of January 6, 2021, Logisticare changed its name to ModivCare, and is transitioning its resources to reflect that change. Some phone numbers and digital materials references in this guide may still list the organization as Logisticare, while others have updated to Modivcare. This does not impact any instructions or information described in this guide.

Who may file a complaint with Modivcare?

- Any user of ModivCare services, any individual eligible for fee-for service and Medicaid Managed Care services may file a complaint with ModivCare, or any advocate acting on behalf of a ModivCare beneficiary may file a complaint.

How do I file a complaint with ModivCare?

Complaints can be filed with Modivcare by telephone or in writing.

- **Telephone:** ModivCare New Jersey complaint hotline is **866-333-1735**.
- **Writing:** Submit a written complaint by filling out ModivCare's WeCare Form, available at <https://wecare.logisticare.com>.
- All complaints must be filed **within 60 days** of the incident at subject in the complaint.
- ModivCare issues a complaint number to all complaints. Ask for this number upon filing your complaint in case you have follow up communication with ModivCare.

Can I file a complaint if my driver is late?

- Yes. You may file a complaint for pickups or drop-offs **30 minutes** or later than the scheduled time.
- If your ride is **less than 30 minutes late**, you may call the Ride Assist Line at **866-527-9934**.

- If your ride is more 30 minutes late, you may call the Ride Assist Line at **866-527-9934**, and Modivcare will **automatically process** your call as a complaint.
- You may file a complaint if your rides are repeatedly less than 30 minutes late.

What Happens After I Filed My Complaint?

- Verbal Complaints: Modivcare must respond to your complaint acknowledging its receipt **within 1 business day of filing**.
- Written Complaints: Modivcare must respond to your complaint acknowledging its receipt **within 3 business days**.
- Modivcare must issue a decision notice resolving your complaint within 10 business days of its filing.

I Was Seriously Injured, Abused, or Neglected, During My Modivcare Ride. Is There More I Can Do?

- Modivcare has a national Executive Escalation phone line, **800-597-2069**, for issues acquiring immediate attention.
- Such issues include: car accident, injuries, sexual misconduct, threats or acts of violence, exposure to contagious disease, or drug use.
- Upon calling the Executive Escalation phone line, the complaint will be transferred to the relevant New Jersey office, and prioritized as requiring immediate attention.
- If you call the Executive Escalation line and do not receive a response acknowledging the complaint after 1 business day, please contact Disability Rights New Jersey.

Can I Appeal My Complaint Decision?

- You may appeal your complaint decision with Modivcare through a 2nd Level Complaint.
- Your initial complaint decision notice will include instructions on how to file a 2nd Level Complaint. These instructions will explain how to file a 2nd Level Complaint in writing or by telephone.
- You must file your 2nd Level Complaint **within 30 days** of the date listed on your initial complaint decision notice.
- Modivcare will decide on your 2nd Level Complaint within 10 days of receiving your 2nd Level Complaint.
- If you do not receive instructions for filing a 2nd Level Complaint with your initial complaint decision, please contact Disability Rights New Jersey.

DISABILITY RIGHTS NEW JERSEY

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