LogistiCare®

The Nation's Leading Transportation Management Solution

Behavioral Health Partnership Oversight Council Coordination of Care Committee

9/25/13

logisticare.com

What is the Member Service Website?

The LogistiCare Member Services Website (MSW) supports transportation requests by clients. The goal of this site is to provide a system to request and manage trip requests online —without the need to contact the call center.

Benefits of the Member Services Website:

- Offers 24/7 access, enter a trip request anytime, from anywhere.
- Provides trip accuracy.
- Allows the member to check the status of a trip. request, as well as the ability to modify trip requests.
- Eliminates the necessity to place request by phone, after the first trip.

Member Services Website Requirements

There are specific steps that MUST be taken when using LogistiCare's Member Services websites

Member:

1. The member is required to make at least one reservation through a CSR.
2. And completes a one-time registration process.

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Member Registration

- To use the Member Services Website:
  - The member's computer must have Internet access.
  - A web browser that works with the website.
  - And a current e-mail account.

- Once the member has scheduled at least one reservation with a CSR, they can register to use the Member Services Website.

- The member will self-register on the Member Services Web portal.

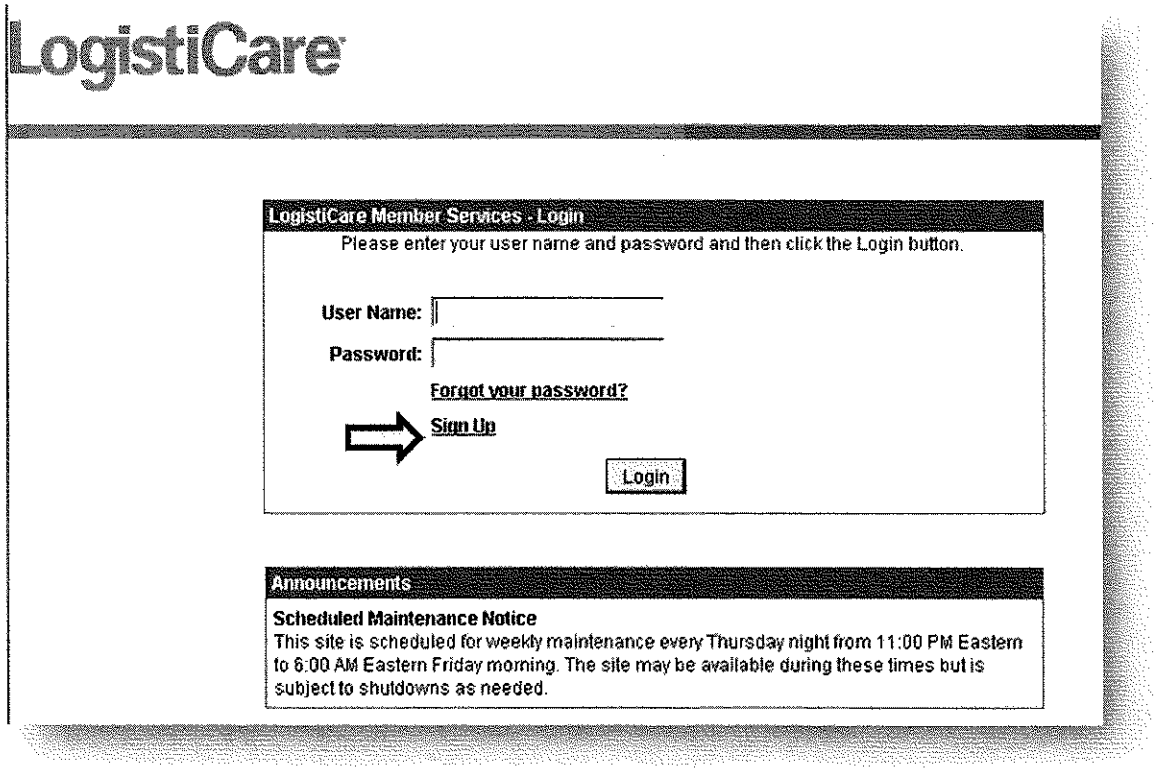
- Keep in mind a user ID can have only one specific email address.

- The Member Services Web Portal URL:
  http://member.logisticare.com/

Member Registration

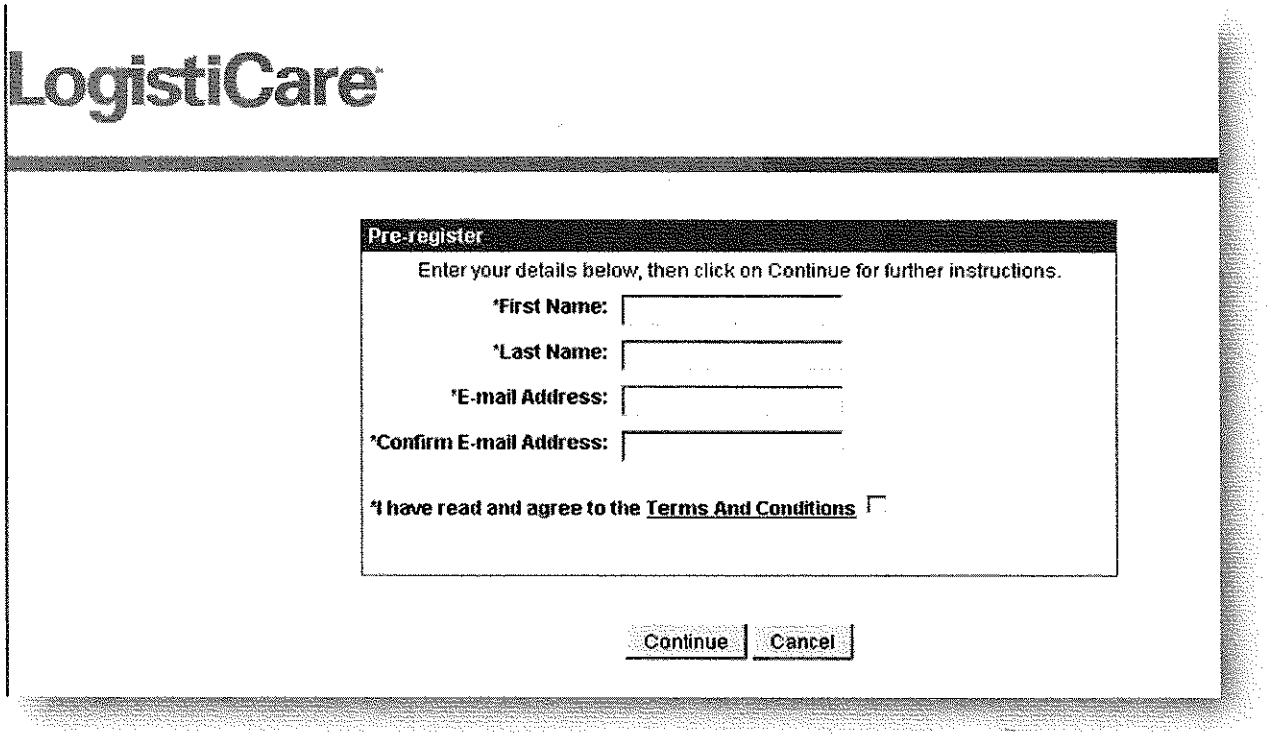
- The *LogistiCare Member Services Login* screen is what the member will see when they access the Member Website.

- To register, first time users must click **Sign Up**.



Member Registration

The *Pre-register* screen then appears for the member to complete.



Member Registration

- The member will be sent the following email, to the email address they provided during pre-registration.
- The member is asked to click or copy and paste the link provided in that email.

From: do-not-reply@logisticare.com
To: Training E-Mail Account
Cc:
Subject: LogistiCare Registration Instructions
Sent: Wed 2/15/2012 10:09 AM

This e-mail has been sent by LogistiCare's Member Services Website as part of the registration process.

Please click or copy and paste the following link to complete your registration process:

https://trainmember.logisticare.com:443/Registration/SelfRegistration.aspx?link=0452d788bb

This link can only be used once.

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This message, together with any attachments, is intended only for the use of the individual or entity to which it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message, along with any attachments, from your computer.

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Member Registration

- The *Verify Member Information* screen then appears for the member to complete.
- The member will then click the **Find Member** button.

Verify Member Information

You were sent here because you clicked on a system generated e-mail link. Fill out the rest of this form to complete your registration.

*Member Number

*Date of Birth

*First Name

*Last Name

*Insurance Type Select Insurance Type

*Relationship to Member Select Relationship

Find Member Cancel

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Member Registration

- The member is prompted to create a username, password, and enter a valid telephone number.
- The member must complete four challenge questions and complete.

Password Strength Description Enter the new password you would like to use. The new password must be at least 8 characters and must contain characters from three of the following four character sets: **upper case letters, lower case letters, numbers or special characters**. Special characters are any of the following characters: ~ ! @ # $ ^ & * ? . , : _

***Password**

***Confirm Password**

***Challenge Questions** In case you forget your password and need it reset, you will be prompted to answer two security questions. Please specify an answer to at least four of the questions below. Security questions will be randomly presented to you when you attempt to reset your password.

In what city did you meet your spouse/significant other?

In what city does your nearest sibling live?

In what city or town was your first job?

What city were you born in?

What is the color of your first car?

What is the middle name of your youngest child?

What is the name of the school where you went to for first grade?

What is the name of your favorite childhood friend?

What is the name of your favorite teacher?

What is your favorite flavor of ice cream?

What is your high school mascot?

What is your mother's maiden name?

What was the last name of your first boss?

What was the name of your first stuffed animal?

When did you graduate High School?

Where were you when you first heard about 9/11?

Where were you when you had your first kiss?

Which country would you most like to visit?

Which year were you born?

Who is your favorite author?

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Member Registration

- Once registration has been complete, the member will receive a message that states ***Registration Successful***.
- Click ***Continue*** *to login* to create a reservation using their username and password.

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Registration Successful

Your registration was successful. Please make sure you note your user name and password so that you do not lose it. Also make sure you do not share your user name and password with anyone or leave it where someone can find it. You are responsible for the security of your account.

Click on **Continue to login** to begin using this web site.

Continue to login

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Member Registration

- The member will see the ***Home*** screen.
- Select ***Reservations*** to schedule a medical appointment for non-emergency medical transportation.

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HOME | RESERVATIONS | MY PROFILE | HELP | LOGOUT

LogistiCare Member Services - Home

Recent Activity and Alerts

There are no items at this time.

Disclaimer of Liability

LogistiCare Solutions, LLC provides access to the data and information contained on this Web site as a service to our clients. While the data and information contained on this Web site are based upon actual trip data for each client, due to continuous updates to the data files, we make no warranty or guarantee concerning the accuracy or reliability of the content of the data or reports produced from this Web site.

We never lose focus on the human needs of our riders and the practical day-to-day challenges faced by their health care providers.

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Member Registration

- The member can add additional family members to their online account.
- The ***Home*** screen will reflect all users under this account, provide the number of reservations that have been approved, denied, or rejected.

HOME | RESERVATIONS | MY PROFILE | HELP | LOGOUT

LogistiCare Member Services - Home

Recent Activity and Alerts

CANDACE DAVIS has:
5 approved trips, 1 rejected trips, and 0 trips that require more information.

KARL DAVIS has:
0 approved trips, 0 rejected trips, and 0 trips that require more information.

LOIS JOHNSON has:
7 approved trips, 1 rejected trips, and 1 trips that require more information.

LogistiCare Member Services Updates

Scheduled Maintenance Notice
This site is scheduled for weekly maintenance every Thursday night from 11:00 PM Eastern time to 6:00 AM Eastern time Friday morning. The site may be available during these times but is subject to shutdowns as needed. Thank you from Logisticare.

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View All News And Updates

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Member Registration

If the member has any concerns or questions regarding the online services, they can contact the ***Customer Service Call Center*** at **888-248-9895.** Any representative will be able to assist you with all inquiries. This number can also be utilized to schedule reservations with a call center representative.