



LogistiCare®

The Nation's Leading Transportation Management Solution

MAPOC PRESENTATION

Friday, May 8, 2015

Casey Tillman

General Manager



LOGISTICARE MEMBER RESOURCES

Connecticut Call Center Operations

- ❖ 800 Reservation Phone Line
- ❖ Available 24/7 to accommodate Urgent Care & Discharge Transports
- ❖ Operating standard business hours Monday through Friday 7 am to 6 pm
- ❖ Dedicated Member phone line
- ❖ Dedicated Facility Phone Line

LOGISTICARE MEMBER RESOURCES

Member Phone Lines

Reservations Number

888-248-9895

For HUSKY members to schedule NEMT transportation

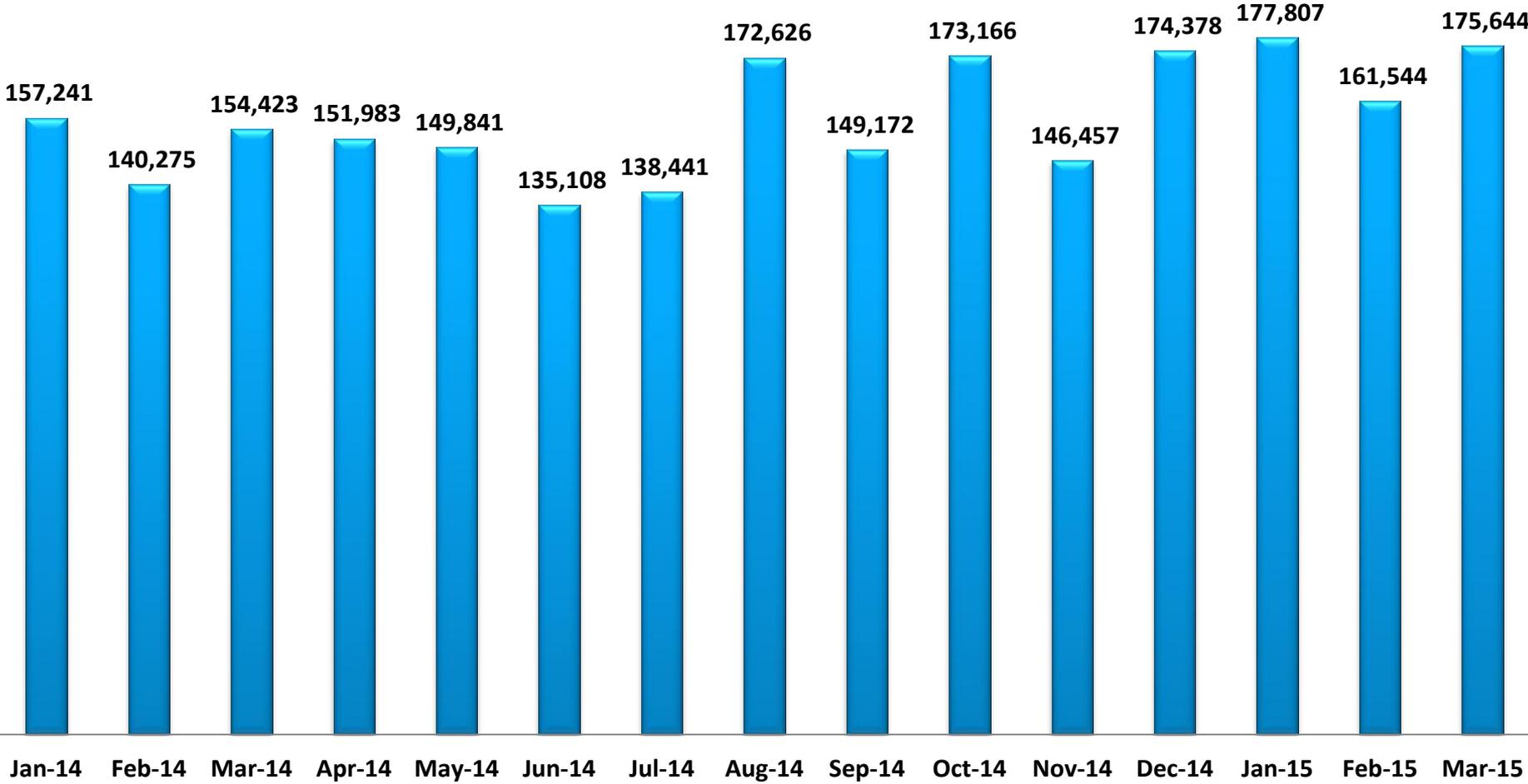
Where's My Ride Number

800-592-4291

For Husky members to call to check on the status of their ride

Call Center Volume

Total Calls All Phone Lines January 2014 to March 2015



Call Center Metrics

Monitor phone lines for:

- ❖ **Time to Answer – within 4 rings**
- ❖ **Average Speed to Answer – less than five minutes**
- ❖ **Abandonment Rate – less than 5% of total calls received**

LOGISTICARE MEMBER RESOURCES

Facility Phone Lines

Facility Department Reservation Number

888-866-3287

For Health Care Facility staff calling to schedule transportation or urgent/same day transports for Husky A, C or D members

Facility Department Fax Number

866-529- 2138

For Medical Practitioners, Case Managers or Social Workers to FAX documents

LOGISTICARE MEMBER RESOURCES

Website

<http://memberinfo.logisticare.com>

- Dedicated Connecticut section

FAQ -

Downloads – program brochures,
program descriptions, benefits
and forms

LOGISTICARE MEMBER RESOURCES

Online Secure Portal for Reservations

Members Online Scheduling Portal

Allows for 24/7 Online reservation scheduling for members

Facility Services Website (FSW)

Allows for 24/7 Online reservation scheduling and cancellation for members

ONLINE RESOURCES

<http://memberinfo.logisticare.com>

LogistiCare

LogistiCare Member Resource Site

LogistiCare provides information and forms organized by state at the links below.

- Connecticut
- Georgia
- Nevada
- Rhode Island
- South Carolina
- Utah
- Wisconsin



Our Commitment

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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LogistiCare

ONLINE RESOURCES – HOME TAB



HOME

FAQ

DOWNLOADS

LogistiCare Connecticut Member Network Home

Welcome to the LogistiCare Member website for Connecticut Medicaid members. This site hosts information for eligible Medicaid Husky A, C and D members to assist with transportation request to non-emergency medical appointments.

The forms on this site are stored in PDF format. Your computer must have Adobe Acrobat Reader installed for you to be able to read and print the forms. If you do not have a copy of Adobe Acrobat, you can download it for free at www.adobe.com. Look for the "Get Adobe Reader" icon and follow the instructions.

Please select one of the links on the top navigation to use the features of the site.

Have a question or concern about service? Quickly get your message to the right person: [Logisticare Member Feedback](#)

The Connecticut Department of Social Services has contracted with LogistiCare to manage Medicaid non-emergency medical transportation services (NEMT) in Connecticut.

The program is meant to reduce barriers for arranging needed transportation, improve quality of the services and to ensure accountability for Medicaid trips.



Our Commitment

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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ONLINE RESOURCES – FAQ TAB



[HOME](#) [FAQ](#) [DOWNLOADS](#)

Frequently Asked Questions

Many common questions can be answered by reviewing the frequently asked questions below. Clicking the link for the question will display its answer.

[Print to PDF](#)

[Collapse All](#) [Expand All](#)

- What are the requirements to receive non-emergency medical transportation?**
- If I have a vehicle in my household, am I eligible for transportation?**
- Can I book a reservation on the internet?**
- When should I call for a ride?**
- What do I need to have when I call for a ride?**
- How will I know what time to be ready for my ride?**
- What type of transportation will I get?**
- Who will be taking me to my appointment?**
- Who can call to request my ride?**
- Can a family member be reimbursed to transport me to my appointments?**
- How do I get a ride for repeat appointments like dialysis?**
- What if the ride is late or I have other problems with transportation?**

Please check this web site, memberinfo.logisticare.com/ctmember frequently for updates.

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ONLINE RESOURCES – FAQ TAB

FAQ Expanded Example

Print to PDF

[Collapse All](#) [Expand All](#)

What are the requirements to receive non-emergency medical transportation?

Transportation is for eligible Husky A, C and D Medicaid members who need to see a doctor for a Non-Emergency Medical appointment. The Member's medical condition should not be an emergency. FOR EMERGENCIES DIAL 911.

If I have a vehicle in my household, am I eligible for transportation?

Can I book a reservation on the internet?

Yes. Your first reservation must be call in to LogistiCare Reservations at 1-888-248-9895. Then you can enter <https://member.logisticare.com> on your web browser and you can register with LogistiCare on our Member Services website to enter reservations.

When should I call for a ride?

Reservation requests must be requested for a ride at 2 business days before your scheduled appointment.

Transportation Request Date	Medical Appointment Date
Monday	Thursday
Tuesday	Friday
Wednesday	Saturday

The following are the basic rules for ordering transportation:

- A member's family member, care-giver or medical provider can request NEMT services for an eligible Medicaid member with certain conditions.
- LogistiCare takes requests for routine transportation by phone
 - Member Request (888-248-9895) Monday through Friday from 7:00 a.m. to 6:00 p.m.
 - Requests may be submitted on-line 24 hours a day.
- Please submit requests for routine transportation 48 hours (2 business days) in advance of the trip.
- Requests for urgent transportation are taken 24x7 by phone.
- Requests for emergency medical service do not go through LogistiCare and should be directed to 911.
- If the member lives within ¼ blocks of the medical provider and can walk there, the member should not request transportation services from LogistiCare.

ONLINE RESOURCES – DOWNLOADS TAB



HOME FAQ **DOWNLOADS**

Downloads

Please click on the **Download** link that corresponds to the document you would like to view, and then click on **Open** or **Save** when prompted.

Title	Description	
Member Information Brochure	<i>How to Access Non-Emergency Medical Transportation (NEMT) for CT Husky A, C and D Medicaid Members</i>	Download
Member Information Brochure (Spanish)	<i>Cómo acceso No son de emergencia Transporte médico (NEMT) para CT Husky A, C y D Los miembros de Medicaid</i>	Download
Closest Provider Certification	<i>CPC Form must be completed by your medical provider</i>	Download
Physician Transportation Restriction Form (PTR)	<i>PTR form must be completed by your medical physician for</i>	Download
Gas Reimbursement Guidelines	<i>Reimbursement Guidelines</i>	Download
Gas Reimbursement Invoice Form	<i>Gas Reimbursement Invoice Form</i>	Download
Companion/Aide Medical Necessity Form	<i>Form that is used to approve medical necessity for companions and aides</i>	Download
Parental Consent to Travel Form	<i>Authorization form for Children under the age of 16 to travel alone</i>	Download
Covered/Non-Covered Service List	<i>List of most common covered/non-covered services for Non Emergent Transportation</i>	Download

Member will select **Download** to display and print the form



Click here to download a free PDF reader if no PDF reader is currently installed

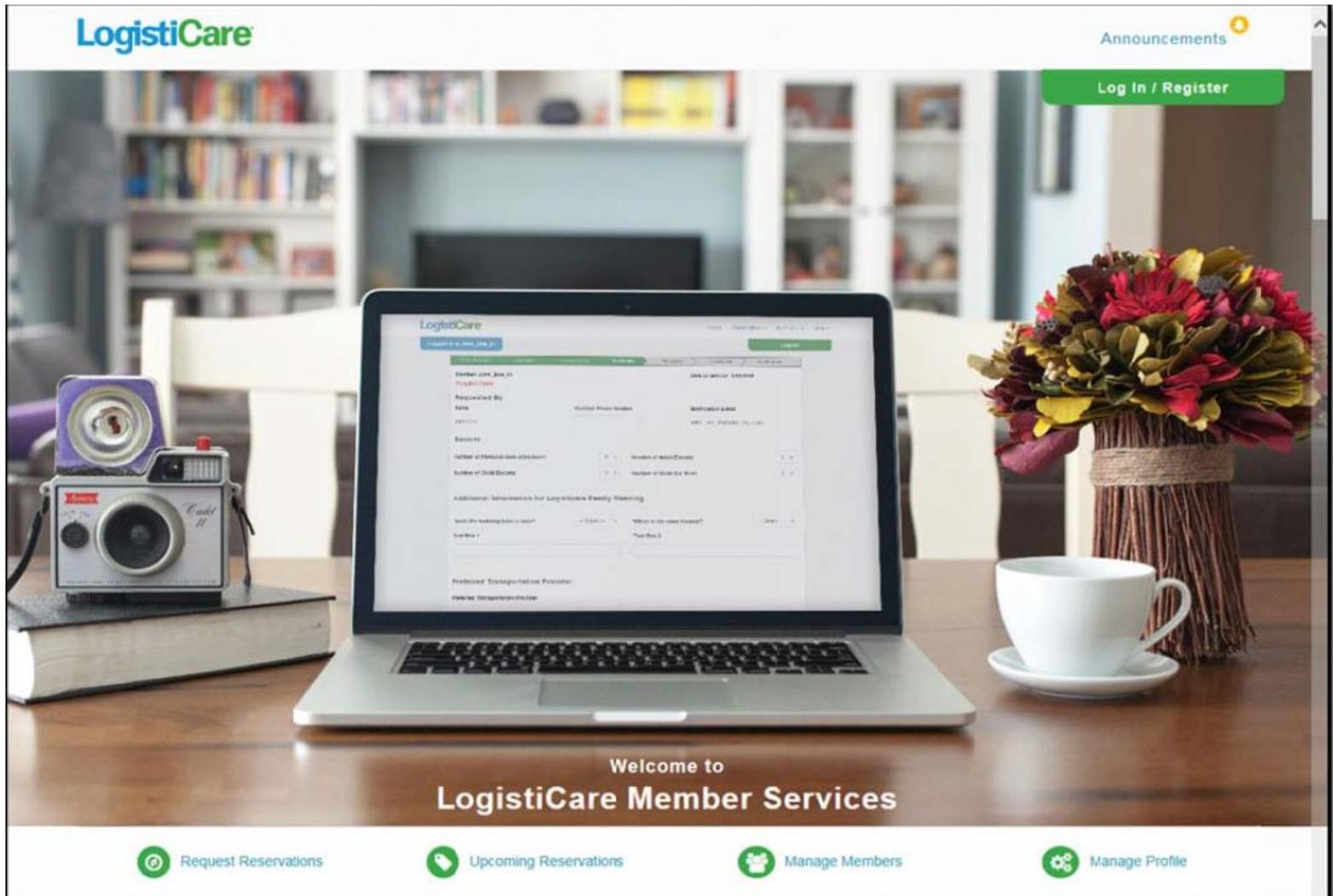


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MEMBER SERVICES WEBSITE



MEMBER SERVICES WEBSITE HOME PAGE

LogistiCare

Logged in as LHilldale

Home Reservation My Profile Help Log Out

Alerts

Member Services Home Page

From the *Home* screen you can:

- ❖ Review *Alerts*
- ❖ Make and manage *Reservations*
- ❖ Manage *My Profile*, including enrolling members associated with the account
- ❖ Access the *Help* option

welcome to

LogistiCare Member Services

urac
ACCREDITED
CORE ORGANIZATIONAL
QUALITY

Request Reservations Upcoming Reservations Manage Members Manage Profile

MEMBER REGISTRATION

To use the Member Services Website:

- ✓ The member's computer must have Internet access
- ✓ A web browser that works with the website such as Internet Explorer
- ✓ A current e-mail account

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

MEMBER REGISTRATION

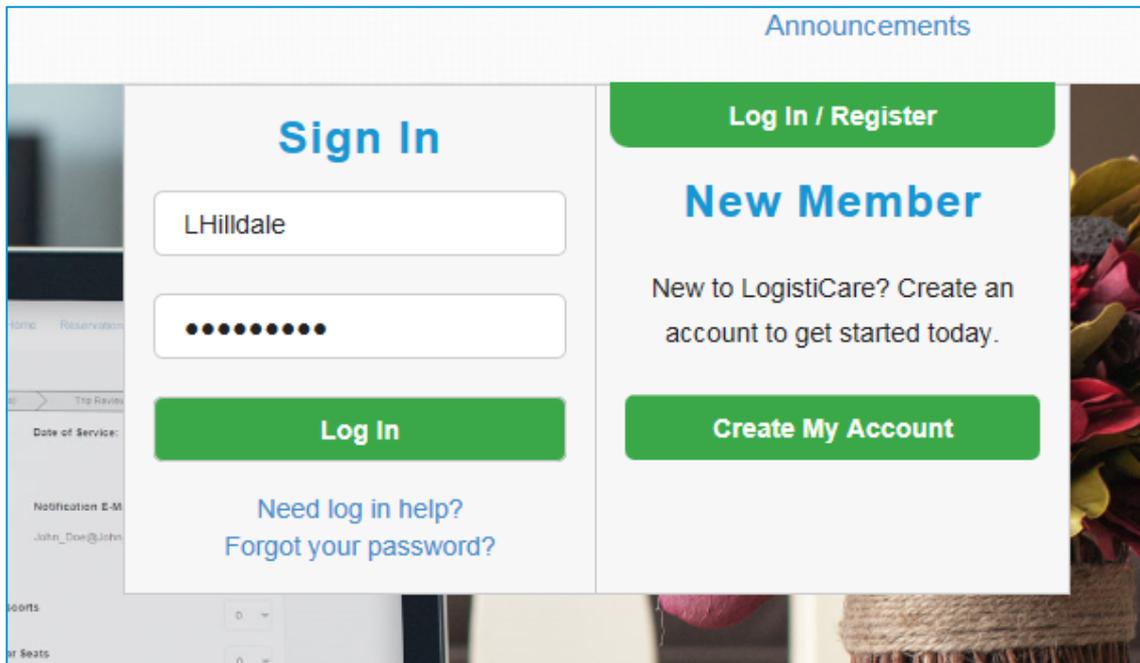
To register for the Member Services Website:

- The member must have scheduled and made at least one reservation by phone with a CSR.
- The member can self-register on the Member Services Web portal.
- Please note – the user ID can have only one email address for security reasons.

The Member Services Web Portal URL:

<http://member.logisticare.com/>

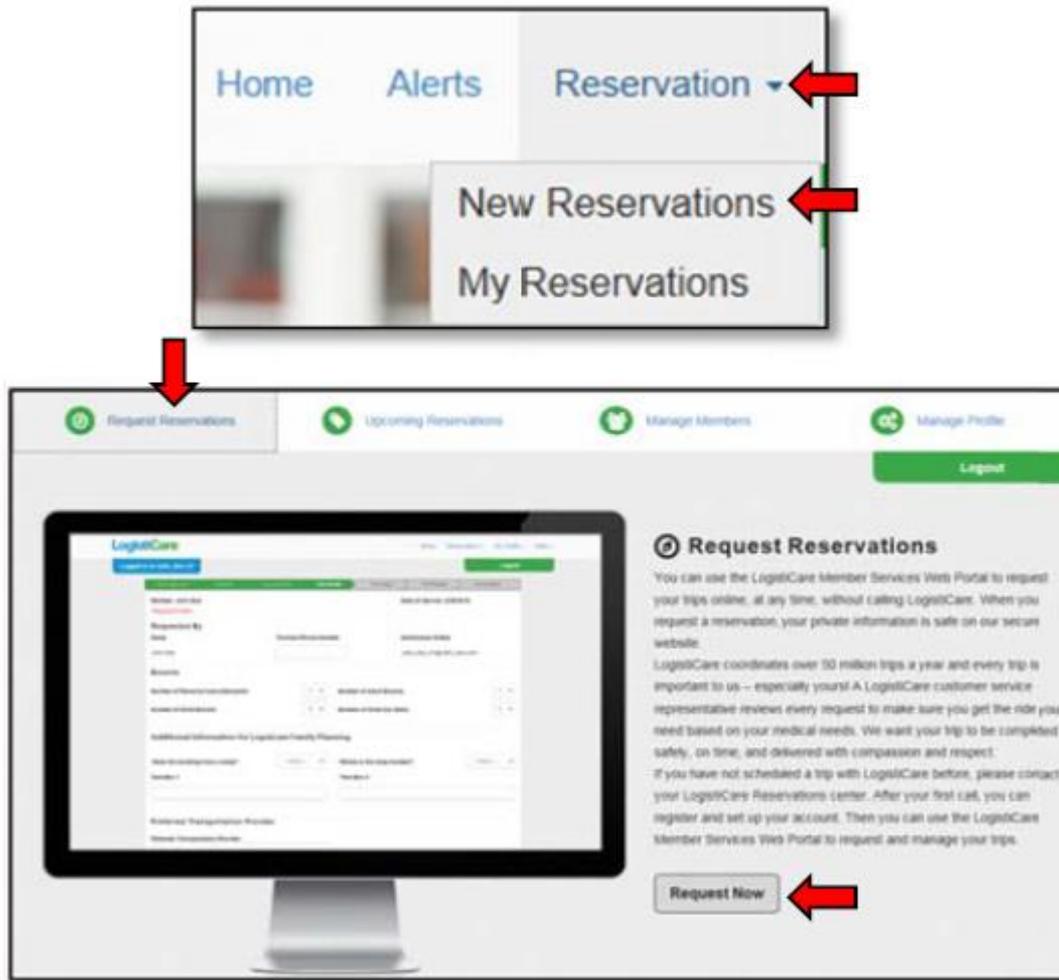
LOGGING INTO THE MEMBER SERVICES WEBSITE



Log In / Register Screen

- ❖ Enter your User ID
- ❖ Enter Password
- ❖ Click the *Log In* button

LOGGING INTO THE MEMBER SERVICES WEBSITE



To create a trip request for a member:

1. Select *Reservation*
2. Then select *New Reservations* or use the shortcut shown on the next page
 - a. Request Reservations
 - b. Request Now

NEW RESERVATION – ELIGIBILITY

Eligibility

This section displays specific eligibility questions

The image shows two screenshots of the LogistiCare reservation system. The top screenshot is the 'Eligibility' step, and the bottom screenshot is the 'Transportation' step. Both screenshots show the member's name 'LaShondra Hilldale' and the 'Date of Service: 5/19/2015'. The 'Eligibility' step asks if the member or someone in their household can drive them to the appointment, with 'No' selected. The 'Transportation' step asks which option describes the member's mobility, with 'The member can walk' selected. A 'Next' button is visible in the bottom right of the 'Transportation' screenshot.

Eligibility Step:

- Member: LaShondra Hilldale
- Date of Service: 5/19/2015
- Question: *Is the member, or someone in the member's household, able to drive the member to this appointment?
- Options: Yes, No

Transportation Step:

- Member: LaShondra Hilldale
- Date of Service: 5/19/2015
- Question: *Which of the following describes the member's mobility?
- Options: The member can walk, The member uses a wheelchair
- Next Button: Next

NEW RESERVATION – TRIP DETAILS

Select Member > Eligibility > Transportation > **Trip Details** > Trip Leg(s) > Trip Review > Confirmation

Member: LaShondra Hilldale Date of Service: 5/19/2015

**Required Fields*

Requested By

Name LaShondra Hilldale	*Contact Phone Number <input type="text" value="203-753-5521"/>	Notification E-Mail training@logisticare.com
-----------------------------------	---	--

Escorts

Number of Personal Care Attendants	<input type="text" value="0"/>	Number of Adult Escorts	<input type="text" value="0"/>
Number of Child Escorts	<input type="text" value="0"/>	Number of Child Car Seats	<input type="text" value="0"/>

Trip Details

1. Requested By
2. Escorts

NEW RESERVATION – TRIP LEG(S)

Select Member > Eligibility > Transportation > Trip Details > **Trip Leg(s)** > Trip Review > Confirmation

Member: LaShondra Hilldale Date of Service: 5/19/2015

* Required Fields

Trip Leg A - PICK UP

Residence
12 Diamond St
Naugatuck, CT 06770

Building **Apartment**

***Phone**

Requested Pick up Time
 AM PM

Special instructions for the driver

Trip Leg(s)
1. Enter Leg A – Pick Up Information

NEW RESERVATION – TRIP LEG(S)

Trip Leg A - DROP OFF

ST MARYS HOSPITAL
56 Franklin St
Waterbury, CT 06706

Use Home Address

Edit or Look Up Address

Building

Apartment

*Phone
203-998-4200

*What time is the appointment?
11:00 AM PM

Special instructions for driver

If you are seeing a doctor at this location, please enter their first and last name
Dr. James Jones

Is this trip leg a round trip?
 Yes No

Back Cancel Changes Continue

Trip Leg(s)

2. Enter Leg A – Drop Off Information

NEW RESERVATION – TRIP DETAILS

Appointment Information

*Reason for Appointment

yearly check up

Special Requirements for Member

none

*Kind of Appointment

Doctor Visit

*Can Member sign the driver's log?

Yes

No

Comments

Additional Comments

Trip Details

3. Appointment Information

4. Comments

Continue

NEW RESERVATION – TRIP REVIEW

Select Member > Eligibility > Transportation > Trip Details > Trip Leg(s) > **Trip Review** > Confirmation

Member: LaShondra Hilldale Date of Service: 5/19/2015

Trip Leg Review

Please review the leg details below. Use the buttons defined below to make changes.

🚗 Trip Leg A

Pick Up Time	Appointment Time 11:00 AM
Pick Up Address Residence 12 Diamond St Naugatuck, CT 06770	Drop Off Address ST MARYS HOSPITAL 56 Franklin St Waterbury, CT 06706
Pick Up Phone 203-555-2141	Drop Off Phone 203-998-4200
Pick Up Special Instructions	Drop Off Special Instructions
Drop Off Physician Dr. James Jones	

[✎ Edit](#)

🚗 Trip Leg B

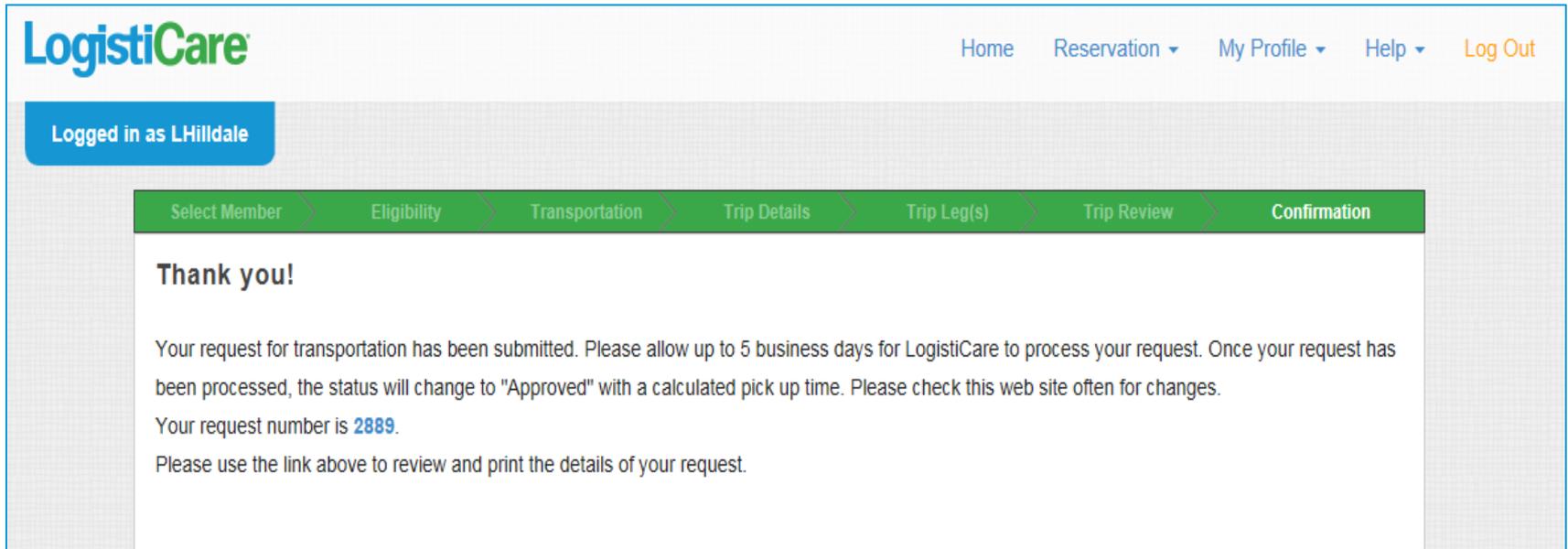
Pick Up Time Will Call	Appointment Time
Pick Up Address ST MARYS HOSPITAL 56 Franklin St Waterbury, CT 06706	Drop Off Address Residence 12 Diamond St Naugatuck, CT 06770
Pick Up Phone 203-998-4200	Drop Off Phone 203-555-2141
Pick Up Special Instructions	Drop Off Special Instructions
Drop Off Physician	

[✎ Edit](#) [✖ Remove](#)

[Create a new trip leg](#) [Review Reservation](#)

Trip Review
Review the Trip Leg Information and edit if required

NEW RESERVATION – CONFIRMATION



The screenshot shows the LogistiCare website interface. At the top left is the LogistiCare logo. To the right are navigation links: Home, Reservation (with a dropdown arrow), My Profile (with a dropdown arrow), Help (with a dropdown arrow), and Log Out. Below the navigation is a blue button that says "Logged in as LHilldale". A green breadcrumb trail at the top of the main content area shows the steps: Select Member, Eligibility, Transportation, Trip Details, Trip Leg(s), Trip Review, and Confirmation. The main content area has a white background with a grey border. It starts with "Thank you!" in bold. Below that is a paragraph: "Your request for transportation has been submitted. Please allow up to 5 business days for LogistiCare to process your request. Once your request has been processed, the status will change to "Approved" with a calculated pick up time. Please check this web site often for changes." This is followed by another paragraph: "Your request number is **2889**." and a final paragraph: "Please use the link above to review and print the details of your request."

Confirmation

Submission completed and a request number is assigned

FACILITY SERVICES WEBSITE

The Facility Services Website (FSW) supports transportation requests by healthcare facilities on behalf of their clients. The goal of this site is to provide a system to request and manage trip reservations online at any time —without the need to contact the call center.



LogistiCare

LogistiCare Facility Services - Login

Please enter your user name and password and then click the Login button.

User Name

Password

[Forgot your password?](#)

[Sign Up Information](#)

Login

Announcements

Scheduled Maintenance Notice

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

FACILITY SERVICES WEBSITE

- ❖ **At any time, from anywhere access**
- ❖ **Allows for checking trip reservations**
- ❖ **Allows for the user to check the status of a trip request, as well as the ability to modify the scheduled trip**
- ❖ **Eliminates the necessity to place request by phone**
- ❖ **Eliminates the need to fax “on demand trip requests” and or standing order requests**

FACILITY SERVICES WEBSITE

From the Home page, use the menu at the top of the page to open the reservation request forms, view existing reservations and manage your Facility Services account. The menu is accessible from every page in the portal.

The logo for LogistiCare, with "Logisti" in blue and "Care" in green.A green navigation bar with white text links: HOME | REQUESTS | VERIFY ATTENDANCE | MY PROFILE | ADMIN | HELP | LOGOUT. The bar is outlined in red.

FACILITY SERVICES WEBSITE

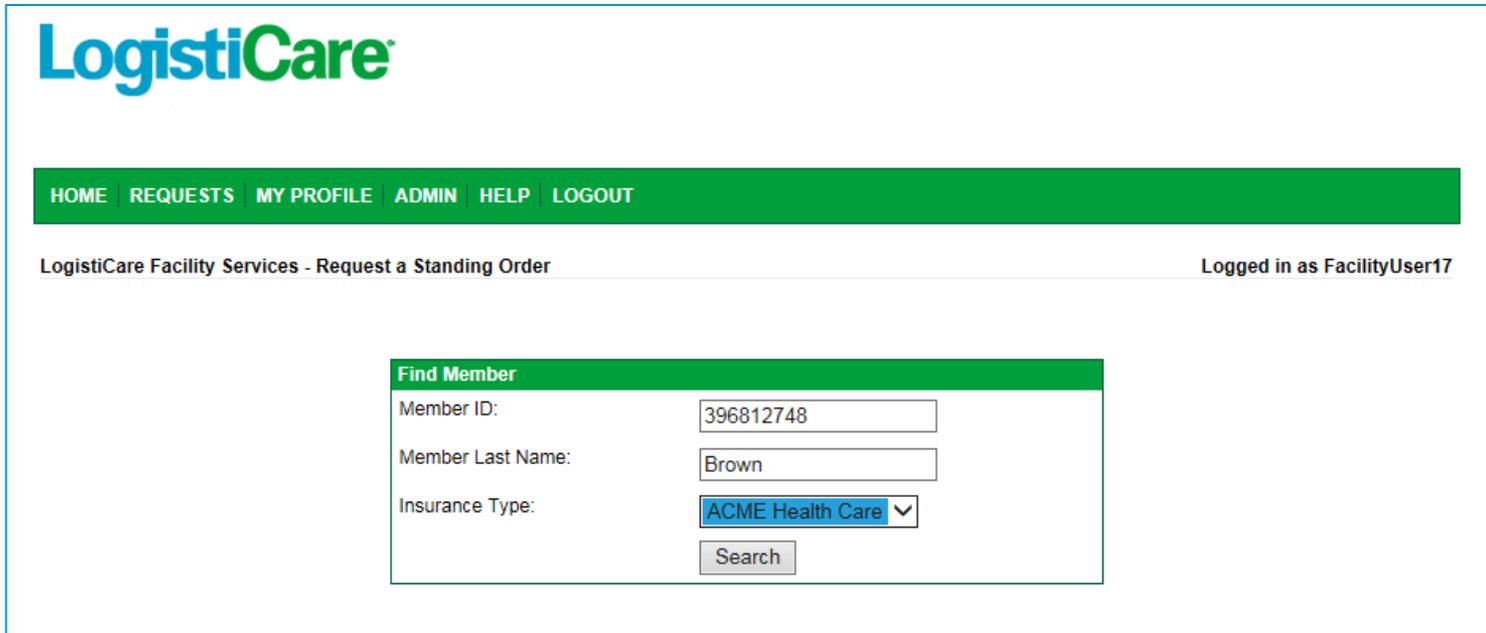
The logo for LogistiCare, with "Logisti" in blue and "Care" in green.

HOME | REQUESTS | VERIFY ATTENDANCE | MY PROFILE | ADMIN | HELP | LOGOUT

The **REQUESTS** tab opens a menu where you can select options to add reservations, enter standing order `reservations or view existing trip requests.

- ❖ **NEW RESERVATIONS** opens a new blank trip request form.
- ❖ **NEW STANDING ORDER** opens a new standing order request form.
- ❖ **MY REQUESTS** opens the 'My Requests' page where you can search for trip requests by date, status or by member.

FACILITY SERVICES WEBSITE – Standing Order



The screenshot shows the LogistiCare Facility Services website interface. At the top left is the LogistiCare logo. Below it is a green navigation bar with links for HOME, REQUESTS, MY PROFILE, ADMIN, HELP, and LOGOUT. The page title is "LogistiCare Facility Services - Request a Standing Order" and the user is logged in as "FacilityUser17". The main content area features a "Find Member" form with the following fields: Member ID (396812748), Member Last Name (Brown), and Insurance Type (ACME Health Care). A Search button is located below the Insurance Type field.

Enter the information for the member to create a standing order:

1. Member ID
2. Member Last Name
3. Insurance Type
4. Press the Search button

FACILITY SERVICES WEBSITE – Standing Order

Complete each section

LogistiCare Facility Services - Request a Standing Order

Logged in as FacilityUser17

* Indicates a required field.

Please verify and fill in the information below. Place your mouse over a field title for more information..

Status: Pending

Member						
Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
396-81-2748	Jane		Brown	1/22/1946	F	ACME Health Care

Requested By		
*Name FacilityUser17	Relationship <NONE>	*Contact Phone Number 405-273-7432
Notification E-Mail: janetj@logisticare.com		Contact Fax Number

Standing Order		
*Start Date of Service 06/01/2015	End Date of Service 	Maximum Number of Trips
*Days of Week <input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday		

Level of Service
*Level of Service Wheelchair

Escorts			
Number of PCAs 0	Number of Adult Escorts 1	Number of Child Escorts 0	Number of Child Car Seats 0

FACILITY SERVICES WEBSITE – Standing Order

Complete each section

Patient Condition

*Nature of Appointment

Dialysis

*Treatment Type

Dialysis

*Can member sign the driver's log?

Yes No

Patient Condition

Procedure Code(s)

Additional Information for ACME Health Care

Weight

150

Height

5'5"

Stairs

0

Preferred Vehicle

WC Van

Comments

Additional Comments

Continue

Press Continue button

FACILITY SERVICES WEBSITE –Standing Order

Complete Trip Leg A

1. Pick Up Address
2. Drop Off Address

Please complete the trip leg information below.

Member: Jane Brown Date of Trip: 6/1/2015 Status: Pending

Trip Leg A

PICK UP

Look Up Enter Manually

*From Location Name: Residence 

Requested Pick Up Time: AM PM

*Address: 15 Main St *City: Waterbury Building: Apartment:

*State: CT *ZIP: 06704 *Phone Number: 203-521-5522 Extension:

Name of Doctor:

Directions for the driver:

DROP OFF

Look Up Enter Manually

*To Location Name: ST MARYS HOSPITAL 

*Appointment Time: 10:00 AM PM

*Address: 56 Franklin St *City: Waterbury Building: B Apartment:

*State: CT *ZIP: 06706 *Phone Number: 203-998-4200 Extension:

Name of Doctor:

Directions for the driver:

Press to make a round trip or add a new leg!

FACILITY SERVICES WEBSITE – Standing Order

Trip Leg B

PICK UP

Look Up Enter Manually

***From Location Name**
ST MARYS HOSPITAL

***Requested Pick Up Time**
11:30 AM PM
 Next Day

Will Call

***Address** 56 Franklin St ***City** Waterbury **Building** B **Apartment**

***State** CT ***ZIP** 06706 ***Phone Number** 203-998-4200 **Extension**

Name of Doctor

Directions for the driver

DROP OFF

Look Up Enter Manually

***To Location Name** Residence

Appointment Time
 AM PM
 Next Day

***Address** 15 Main St ***City** Waterbury **Building** **Apartment**

***State** CT ***ZIP** 06704 ***Phone Number** 203-521-5522 **Extension**

Name of Doctor

Directions for the driver



FACILITY SERVICES WEBSITE – Standing Order

Complete the Signature section and press the *Create Request* button

Signature

I am requesting non-emergency transportation for the member named above only for those days when the member will receive a payable treatment at each facility named above. I affirm that the information entered is accurate.

Please type your name:

FACILITY SERVICES WEBSITE – Standing Order

LogistiCare

HOME | REQUESTS | MY PROFILE | ADMIN | HELP | LOGOUT

LogistiCare Facility Services - Confirmation Logged in as FacilityUser17

Your request for transportation has been submitted. Please allow up to 5 business days for LogistiCare to process your request. Once your request has been processed, the status will change to "Approved" with a calculated pick up time. Please check this web site often for changes.

Your request number: 2905 ←

Member: Jane Brown
Standing Order Begin Date of Service: 6/1/2015

Standing Order is ongoing.

Standing Order Week Days: Monday, Wednesday, Friday
Level of Service: Wheelchair

Trip Leg: A
Pick Up Location: Residence
Requested Pick Up Time:
Appointment Time: 10:00 AM
Drop Off: ST MARYS HOSPITAL

Trip Leg: B
Pick Up Location: ST MARYS HOSPITAL
Requested Pick Up Time: 11:30 AM
Appointment Time:
Drop Off: Residence

View all details ←

A request confirmation is displayed with a request number.

Use View all details to review all the information

FACILITY SERVICES WEBSITE

- **LogistiCare website specialists review the trip requests**
 - **Action is taken to complete the reservation or request more information to finalize the reservation request**
 - **The facility is notified through the website of a confirmation number**

FACILITY SERVICES WEBSITE

Dashboard

The list below summarizes the number of trip requests with upcoming dates of service by status.

Date of Service	Pending	Rejected	Approved	Denied
12/29/2010	0	0	<u>6</u>	0
12/30/2010	0	<u>1</u>	<u>8</u>	0
12/31/2010	0	0	0	0
1/3/2011	0	0	<u>7</u>	0
1/4/2011	<u>1</u>	0	0	0
1/5/2011	<u>3</u>	0	0	0
1/6/2011	<u>1</u>	<u>1</u>	<u>8</u>	<u>1</u>
1/7/2011	<u>4</u>	0	<u>1</u>	0
1/10/2011	<u>3</u>	0	0	0
1/11/2011	<u>4</u>	0	0	0

1 2 3 **Page Numbers**

Click to open on My Requests page

The ***“Dashboard”*** summarizes the trip requests that you can manage by date and status. The display shows reservations for the next 90 days starting with the current date. The trips you can view depend on the permission levels set up by your facility.

Questions?

