

November 18, 2005



Dear Citizens of Missouri:

Quality. Commitment. Reliability.

These words describe LogistiCare's promise to you.

Missouri's eligible Medicaid non-emergency medical transportation (NEMT) recipients are LogistiCare's priority.

Unfortunately, our ability to follow through on our commitment to you has recently been called into question by certain interests around the state who are actively encouraging transportation providers to boycott LogistiCare. We believe these actions are senseless and without foundation, and they are putting your lives at risk.

Our transition to becoming your NEMT program manager has experienced some bumps in the road. I assure you that we are doing everything we can to quickly resolve issues and correct all problems that have arisen since we took over managing your program.

Our commitment to quality service means that transportation companies we partner with are those that have agreed to meet our high standards and that will ensure your safety and timely transportation.

Even the state of Missouri agrees with our commitment. LogistiCare is required to ensure quality service and protect consumers. Do you think it is unreasonable to expect that a transportation provider should:

1. Pick you up and drop you off on time?
2. Transport you in properly maintained and insured vehicles?
3. Employ drivers with valid driver's licenses?
4. Employ drivers who have passed criminal background checks?
5. Provide timely, accurate documentation of the service they have provided?

These are just a few of the minimum quality standards we seek to enforce – for you.

In coming to Missouri, LogistiCare has provided nearly 70 jobs for Missouri citizens; and, like you, we are Missouri tax payers.

LogistiCare is committed to providing quality, reliable service for Missouri's eligible Medicaid NEMT recipients.

If you have any questions or concerns, we hope that you will contact us directly. Our experience has shown that issues and problems are best addressed and solved through open channels of one-on-one dialogue.

Sincerely,

A handwritten signature in black ink, appearing to read "John".

John Shermeyen
President and Chief Executive Officer
LogistiCare

Reservation line – 866.269.5927
Healthcare facility line – 866.269.5942
Transportation provider line – 866.588.5121

Where's My Ride
866.269.5944 Kansas City
866.269.5435 St. Louis