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LogistiCare's Integrated Logistics Software Solution is New, Unique and Efficient

ATLANTA -- LogistiCare announced today the initial rollouts of its new proprietary information management system, LogistiCADSM. LogistiCAD is a sophisticated, state-of-the-art software application suite that can perform multiple logistics services in one integrated application, without requiring interfaces between different software components.

It is the only existing software system that provides all the capabilities needed to manage the processing and delivery of efficient, high-quality logistics services. Capabilities include: taking reservations, managing call center operations, eligibility verification, compliance tracking, complaint handling, assigning and dispatching service work, processing payments to third-party business partners, management reporting, scheduling and timekeeping for employees along with a host of other features.

"The enhancements LogistiCAD offers to our non-emergency transportation brokerage services will allow us to continue improvements in the quality of service we provide while also helping to reduce costs for us and our clients," said John Shermeyen, president and chief executive officer of LogistiCare. "In addition, because these capabilities are integrated into one application suite, business processes are streamlined, errors are reduced and productivity is maximized for us and our business partners. Reducing administrative and operational costs is extremely important in the medical transportation business, because other costs such as fuel and insurance are constantly rising."

"Our previous software, EMTrackTM, has worked very well for us," said Robert Cornell, chief technology officer of LogistiCare. "Our business was built from the ground up on it, and several years ago, it was a one-of-a-kind application. With LogistiCAD, we paired the proven business processes from EMTrack with the latest technology to create a superior product."

The LogistiCAD system includes both client/server and Web-based tools for use by both LogistiCare and its business partners. It is designed with an open architecture and runs on multiple platforms.

LogistiCAD's compliance module uses a built-in predictive algorithm that enables users to spot and track trends and to foresee potential issues that could affect the business.

"The compliance module helps us to be proactive in addressing issues that could have detrimental results," added Shermeyen. "Among other things, it can help us predict fraud and foresee potential safety issues, as well as analyze traffic patterns and suggest the best routes. We can know that a driver will be late before a patient has to call and ask for the status of their ride."

Another key feature of LogistiCAD is that it runs as a corporate-wide system, which enables LogistiCare to start new operations in a much shorter timeframe.

"Since many of our clients are government agencies, efficiencies that we bring with our transportation management offerings in reality also contribute to a reduced burden for taxpayers," Shermeyen continued.

LogistiCAD is the only such system used in the non-emergency transportation industry that was purposely built for integrating all the functions of the transportation broker.

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Commercial products have been developed for ADA, taxi, courier and other dispatching functions. Similarly, other separate systems have been developed to manage call center oriented enrollment or eligibility processes.

However, only LogistiCAD and its predecessor, EMTrack, were built from the start to integrate all these functions. This gives LogistiCare the tools to provide the best, most comprehensive service.

The LogistiCAD system currently is running at four of LogistiCare's network operations centers. LogistiCare's Kentucky operation was first to go "live" on the system in June followed in August by one of LogistiCare's largest operations in Georgia.

More recently, the LogistiCAD system made its debut in Colorado in October, when LogistiCare was asked by the Colorado Department of Health Care Policy and Financing to take over managing the Medicaid non-emergency transportation program for eight counties in the state. The new operation was successfully implemented with the system in less than 60 days; there were no disruptions of service and the system has performed well.

Today, LogistiCAD went live in the company's Oklahoma operation. LogistiCare plans to roll the system out to all of its operations over the next year.

About LogistiCare

Headquartered in Atlanta, LogistiCare is the nation's leading provider of specialized transportation network management. The company's government clients include state Medicaid agencies, school boards, transit and paratransit authorities. Health care sector clients include hospital systems and many of the nation's largest managed care organizations.

With its market innovation, proprietary software, and proven record of creating budget stability and program integrity, LogistiCare is well known as the leader in improving non-emergency transportation programs. On an annual basis, the company manages a national network of more than 1,750 transportation companies that deliver more than 13 million trips to customers annually.

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