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LogistiCare Initiates Emergency Operations for Richmond Medicaid Patients During Flooding

RICHMOND, VA -- As Tropical Storm Gaston brought torrential rain and flooding through central Virginia Monday and Tuesday, LogistiCare quickly implemented its emergency operations plan to coordinate necessary medical transportation for Medicaid recipients.

From its office in Richmond, LogistiCare began dealing with the rapidly deteriorating situation by mid-afternoon Monday. The flooding was causing streets to close, and medical facilities wanted to move Medicaid recipients out early. In other situations, patients were stranded at facilities, as transportation providers were unable to reach some destinations.

"We began to identify and triage route adjustments, ride assignments to providers and alternative destination for our Medicaid clients," said Lisa Bilik, regional manager for LogistiCare. "Our regional staff worked well into the night Monday coordinating with our Virginia call center until every recipient was confirmed safe."

LogistiCare's emergency operations resumed early on Tuesday morning, identifying facilities and transportation providers that were closed or were operating on limited schedules.

"Some life-essential dialysis patients had to be diverted to alternative sites for the treatments," added Bilik. "Other dialysis units lost power in the morning and those recipients needed to have their treatment schedules adjusted."

In some cases LogistiCare's staff were able to divert patients to different facilities while the patients were already on the van.

About LogistiCare

Headquartered in Atlanta, LogistiCare Inc. 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, self-insurers and several 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 700 transportation companies that deliver more than 13 million trips to customers annually.

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