

## Managed Care Organizations benefit from a transportation plan for Medicare members.

As a leading manager of outsourced transportation to a variety of healthcare systems, LogistiCare brings a wealth of experience and best practices in understanding how various components of a non-emergency transportation (NET) benefit will impact Managed Care Organizations (MCOs) that service Medicare eligible individuals.

Non-emergency transportation, as a supplemental benefit, has gained importance since the passage of the Medicare Modernization Act. There is now an increased focus on case management, disease management and the growth of Special Needs Plans. Also, in an increasingly competitive marketplace, a transportation benefit is an advantage in attracting and retaining members.

LogistiCare offers MCOs a broad range of transportation management services and capabilities to help build an efficient transportation program for Medicare members.

### Transportation Benefit Design

MCOs have a great deal of flexibility in designing a Medicare transportation benefit. With that flexibility in mind, LogistiCare relies on best practices within the transportation industry to help MCOs evaluate how various components of a benefit will impact their members and ultimately their costs.

Such components include:

- Number of members covered
- Travel area and purpose
- Number of trips allowed per benefit period
- Transportation mode

LogistiCare evaluates the client's desired effects of the benefit, on both the organization and its members, in order to develop a viable benefit design.

### Case Management

The lack of transportation for fragile populations is an important social issue and can pose a barrier to healthcare access. LogistiCare partners with our clients in their case management efforts toward

keeping their chronically ill members healthy, by eliminating the transportation barrier to necessary medical care.

### Disease Management

Disease management programs are designed as a coordinated system of healthcare interventions to maintain members' health, while reducing the incidence of costly care situations such as 911 calls, ER visits and admissions to hospitals and long-term care facilities. LogistiCare plays a significant role in our clients' disease management efforts by coordinating their members' transportation to their regularly scheduled healthcare appointments. This access to transportation helps prevent these costly care situations, while improving members' quality of life.

### Senior Sensitivity

LogistiCare has a long record of experience providing service to special needs members, including the senior population. Our goal is to deliver service with the utmost respect for and in a manner that preserves the member's dignity. Through partnerships with local senior advocacy groups, we have developed a comprehensive sensitivity training course that all of our employees and subcontractors must complete before interacting with senior members. The training highlights some of the key issues – physical, emotional and environmental – faced by our senior riders.

