

LogistiCare in:

ARKANSAS



FACTS AND FIGURES

Employees:	40	Annual Trips:	Over 290,000
Transportation Provider Network:	30 providers	Covered Lives:	Over 170,000
Vehicles:	290	Locations:	Call Center – Little Rock
Annual Call Volume:	Over 29,000	Operations Director:	Linda Powell

SERVICES DELIVERED

LogistiCare began operating in Arkansas in February 2007, under a three-region agreement with the Division of Medical Services to manage Non-Emergency Transportation (NET) for eligible Medicaid recipients. The three regions served by LogistiCare cover 22 counties and include Region 1 in the northwest, Region 3 in the north central area, and Region 12 in the central part of the state.

The northwest counties, including Fayetteville, form one of the six fastest growing areas of the United States. This region offers exceptionally good healthcare with an abundance of facilities and providers spread throughout the area. It has the least number of Medicaid recipients and therefore has the lowest NET utilization of the three regions.

The central area surrounding Little Rock and LogistiCare's call center facility, is the most urban of the three and is home to 64 percent of the Medicaid recipients within the three regions. This area features a robust public transit system, which LogistiCare uses extensively for recipients deemed appropriate to travel by this mode.

The economy of Region 3, in the Ozark mountain area, features a significant manufacturing base, and strong retail and nationally-known tourism markets. Here, LogistiCare serves a moderate size Medicaid population, accounting for 20 percent of Medicaid recipients and NET service utilization in the three region area.

LogistiCare's goal for the Arkansas NET program is to ensure that transportation services are comprehensive, reliable, safe, cost-effective, and consistent from region to region. Under this contract, LogistiCare is responsible for call center operations, eligibility and level of service determinations, provider payment administration, reservations and trip assignments, quality assurance, reporting, and developing and managing a network of transportation providers.