

LogistiCare in:

COLORADO



FACTS AND FIGURES

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|---|--------------|---------------------------------|------------------------|
| Employees: | 14 | Annual Trips: | Over 290,000 |
| Transportation Provider Network: | 47 | Covered Lives: | Over 188,000 |
| Vehicles: | 411 | Location: | Call Center–Centennial |
| Annual Call Volume: | Over 100,000 | Operations Director: | Steven Feist |

SERVICES DELIVERED

In August 2004, the Colorado Department of Healthcare Policy and Financing (the Department) contacted LogistiCare regarding a problem it was having with one of its non-emergency medical transportation programs. An eight county Medicaid transportation system in the Denver metropolitan area was experiencing serious management issues: monies were unaccounted for and poorly documented billing systems threatened to cost the county administering the program significant dollars. At the Department's invitation, LogistiCare signed an agreement with the state to take over operations on an emergency basis as of October 1 and stabilize the situation. LogistiCare very quickly mobilized its teams and created a local call center, hired and trained local staff, communicated with key healthcare facilities and began managing NEMT services for Colorado clients by the prescribed deadline.

LogistiCare has worked closely with the Department to bring significant improvements to the program in a very short time by tightening authorization procedures, examining service availability in key areas, improving call center accessibility and enhancing vehicle and driver quality. LogistiCare has also implemented a comprehensive data management and reporting system – a first for the program.

With these improvements in place and the program stabilized, the Department is now moving toward a phase of budget predictability and broker financial accountability. Through a competitive procurement in early 2005, LogistiCare was awarded a full-term contract to continue providing brokerage services in this eight-county area.

To learn more about LogistiCare and our services, visit www.logisticare.com or call us at 800-486-7647, ext 429.