

LogistiCare in:

MISSOURI



FACTS AND FIGURES

Employees:	60	Covered Lives:	Over 460,000
Transportation Provider Network:	106 providers	Location:	Call Center/ Central Business Office – Kansas City Regional Office – St. Louis
Vehicles:	1,261	Operations Director:	Jeff Willhite
Annual Call Volume:	Over 600,000		
Annual Trips:	Over 1 million		

SERVICES DELIVERED

LogistiCare was awarded a three-year, statewide contract in May 2004 to provide capitated non-emergency management transportation services to nearly 500,000 Missouri Medicaid recipients. This award was based on an interdepartmental evaluation team's conclusion that LogistiCare was the company most capable of managing large-scale capitated NET programs, as evidenced by a technical proposal score of 49 out of 50 possible points. However, the incumbent broker succeeded in having the contract award cancelled based on a technical oversight by the state procurement agency that was in no way related to the proposal evaluation process. As a result, the incumbent was awarded a month-to-month contract to continue providing NET services while the state issued a re-bid for the services. In October 2005, LogistiCare was once again selected as the state's NET provider - this time with a perfect technical score!

Upon contract award, LogistiCare hit the ground running with an implementation plan that was already well underway. As a result of the original award in 2004, the company had already procured and furnished a 5,000 foot call center in Kansas City, identified a number individuals for key permanent operation team roles and initiated facility and provider outreach throughout the state. As soon as the award was announced, the implementation team began the actual contracting process with the local transportation companies and built a solid transportation network of 106 providers and 1,261 vehicles. Meanwhile, customer service representatives and other crucial staff were hired and trained, and all of the technical pieces necessary for facility operation were put into place. LogistiCare began accepting calls in the Kansas City network operations center on November 1, 2005– just 30 days after the contract was awarded. And, the very first trip under LogistiCare's oversight was made just two days later on November 3rd.

LogistiCare is currently in the process of opening a second, regional office facility in St. Louis that will further the company's goal of delivering superior service to the state of Missouri and its NET recipients.

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