
 FACTS AND FIGURES

Employees:	70	Covered Lives:	Over 300,000
Transportation Provider Network:	30 providers	Locations:	Regional Office–Hartford Operations Center – Wallingford
Vehicles:	700	Acting Operations Director:	Robin Hamilton
Annual Call Volume:	Over 300,000		
Annual Trips:	Over 1.2 million		

 SERVICES DELIVERED

LogistiCare began service in Connecticut in 1995. At that time, a consortium of transportation companies had attempted to manage NET services for a number of the state's Medicaid HMOs. The consortium was unable to handle a demanding transaction volume, manage its relationships with other transportation providers, provide statewide coverage and ensure acceptable levels of customer service. At the request of the HMOs, LogistiCare assumed complete responsibility for the system in 1996. In 1998, the state Department of Social Services (DSS) adopted the broker model for its non-managed-care population, awarding LogistiCare two of the state's five regions. In the 2001 re-bid of these contracts, LogistiCare was awarded and continues to manage four of the state's five regions.

NET program savings in Connecticut have been dramatic. Utilization of services under the DSS contracts has increased 100 percent since 1998 due to the quality and reliability of the service provided. Concurrently, LogistiCare accomplished a remarkable reduction in per-trip costs. Since 1998, the state's NET expenditures have barely increased, while other Medicaid costs have risen significantly.

LogistiCare has managed to control subcontractor costs by ensuring reliable payment and steady work to providers, by reducing administrative overhead for providers and by attracting new quality providers to the system. To achieve greater cost-effectiveness, LogistiCare has altered the trip mode mix by greatly expanding the appropriate use of public transit services and reducing unnecessary wheelchair service billings. Such steps generated reductions in service costs from \$19 per trip to \$11 per trip, making Connecticut NET one of the most cost-effective systems in the country – especially when taking into account overall regional living costs.