

Our comprehensive transportation network management system offers our clients the reassurance of one-stop shopping.

As the nation's leading provider of specialized transportation network management, LogistiCare has perfected its ability to control costs, improve service and eliminate systemic fraud and abuse. The LogistiCare transportation network management system combines proprietary logistics software with aggressive quality assurance to offer a superior outsourcing solution for our clients' transportation needs.

We offer customized services specific to government agencies, managed care organizations, self-funded insurers, hospitals, transit authorities and school boards.

Integrated software didn't exist, so we created our own.

At the core of our operation is innovative technology. Our Proprietary system was built to improve the administration of medical and social services transportation programs through its integrated technology and open and flexible architecture. This integration of telephone, internet and wireless transactions improves client access to services and enhances assurance monitoring.

Key Service Offerings

Our clients feel confident that they will work with the best people, the best technology and have the assurance that their LogistiCare team will be there every step of the way. Our goal is to deliver not only the best service but the right service by customizing the following key program components to the unique needs of each individual client.

Eligibility and Authorization Services

Management of front-end screening removes fraud and abuse and reduces the need for back-end bill reconciliation.

- Eligibility verification based on client-provided benefit eligibility criteria

- Screening to determine most appropriate transportation type
- Electronic transfer of customer data (HIPAA)
- ADA disability testing

Call Center Management

Seamlessly blending communications systems with business-critical information enhances customer care and responsiveness.

- 24-hour availability, 365 days a year
- Automated screening and processing
- Intelligent call routing
- Internet-enabled communications
- Toll-free access
- Subscription, reservation and on-demand requests
- Database, utilization and client file management
- Fail-safe backup systems
- Multilingual and hearing-impaired services
- Complete real-time and historic performance reports
- Comprehensive scheduling, route optimization and dispatch

Multi-modal Transportation Network

Building and managing a local network of transportation companies offers service and vehicle-type flexibility with enhanced customer services.

- Local transportation network development and management
- Sedan and taxi
- Wheelchair van

- Critical care transports
- Land or air ambulance (ALS, BLS)
- Specialized critical care
- Neonatal intensive care
- Gurney van
- Public transit
- Credentialed volunteer drivers
- Customer reimbursement
- Vehicle inspection and fleet management
- Vehicle tracking and onboard messaging
- Staff background checks, drug testing and training (CPR, OSHA, blood borne pathogen, Passenger Assistance Training, defensive driving)
- Coordination with other social service programs

Quality Assurance

Thorough tracking and response to client inquiries, coupled with an unmatched ability to collect and analyze reliable performance data, ensures quality throughout the service delivery chain.

- Adherence to NCQA and HIPAA guidelines
- Objective, quantitative customer satisfaction research conducted by The Center for Research and Public Policy
- Grievance resolution and incident reporting
- Internal monitoring
 - Ongoing measurable performance standards
 - All customer service calls fully recorded and logged into our database
- External monitoring
 - Ongoing field service monitoring
 - Ongoing fleet inspection

Case Management

Dedicated partnerships with medical social workers, discharge planners and other patient advocates ensures that everyone involved is committed to delivering the

highest quality of service.

- Dedicated call center representatives for case managers and discharge planners
- Outreach visits to healthcare facilities provide information and training on transportation options
- Representatives dedicated to specific facilities to enhance communication and client service
- Coordination of special services for clients as appropriate

Management and Financial Services

Advanced technology empowers performance by delivering integrated customer data, logistics and cost management for all types of specialized human transportation programs.

- Billing management and claims adjudication
- Customer reimbursement program
- Medical services billing fraud detection and management
- Complete administration of transportation company reimbursement
- Risk management
- Discounted rates for pre-funded payment
- Discounted rates for patients requesting non-covered services

Data Management and Reporting

Extensive relational database capabilities are key to a comprehensive and flexible reporting package.

- Electronic encounter data
- Customized reporting

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