

## Our management of Medicaid non-emergency transportation solves complex problems with enhanced service levels and budget stability.

LogistiCare is the nation's leading provider of specialized transportation network management to state and local government clients. And we should be—we pioneered the concept. Through our fully integrated transportation management system our clients gain the benefit of a single vendor providing reliable healthcare access to their Medicaid populations. Our approach to Medicaid transportation provides clients with significant cost savings and budget stability, along with the reassurance that their Medicaid populations receive high-quality, reliable service.

We combine our innovative technology devices (including telephone, internet and wireless) with superior management oversight of local transportation providers to create an attractive outsourcing solution.

### Single Source Solution

We provide complete management of non-emergency transportation processes for Medicaid customers: call center operations, eligibility screening, scheduling, dispatch, billing, and quality assurance, as well as credentialing and managing local networks of commercial, non profit and public transportation providers. Users can call one toll-free number for all transportation levels.

### National Presence

We manage a national network of more than 800 transportation providers, yet using local companies to ensure quality of care and

routing. Our 26 office locations (including six call centers) coordinate approximately 11 million trips for over 7 million customers each year. We offer more experience than any other third-party firm.

### Largest Transportation Network Provider

In providing Medicaid transportation services, we locate, credential, and develop networks of local transportation providers. We combine these networks for inbound call taking, scheduling, billing, quality assurance and other management services requested by individual clients. Redundant information systems ensure uninterrupted service delivery.

### Key Client Benefits

- Improved transportation access and service delivery
- Improved data management and accountability
- Improved performance standards
- Reduced fraud and waste
- Improved risk management
- Enhanced efficiency, safety and quality of trip experience
- Lower cost per trip
- Simplified dispatching and routing
- Comprehensive performance reports produced by analytic software
- Enhanced small and / or minority business representation

### Important Medicaid Customer Benefits

- Improved transportation access and service delivery, especially in rural and remote areas
- Enhanced efficiency, safety and quality of trip experience

### Significant Healthcare Provider Benefits

- Fewer no-shows and broken appointments
- One access number for all transportation service levels
- Enhanced accountability

The most recently published data indicate that overall Medicaid spending was \$288 billion in 2004, with NET expenditures accounting for roughly \$2.4 billion. Today, there are approximately 30 states currently operating under some form of the brokerage model.