

LogistiCare in:

VIRGINIA



FACTS AND FIGURES

Employees:	144	Locations:	Region 1 Office / Call Center–Norton Region 2 Office–Bedford Region 3 Office–Richmond Region 4 Office–Norfolk Region 5 & 6 Office– Charlottesville Region 7 Office–Herndon
Transportation Provider Network:	296 providers		
Vehicles:	3,630		
Annual Call Volume:	Over 500,000		
Annual Trips:	Over 3.7 million	Operations Director:	Freda Smith
Covered Lives:	Over 470,000		

SERVICES DELIVERED

In the face of significant budget issues, the Virginia Department of Medical Assistance Services (DMAS) made the decision to move to the transportation brokerage model as part of a statewide initiative to convert from a fee-for-service system to a managed system. DMAS released a Request for Proposal (RFP) requesting bid solutions to provide brokered NET transportation for the Commonwealth's seven Medicaid regions, with bids evaluated on a region-by-region basis. LogistiCare was awarded contracts in three of seven regions, having received the highest marks for their technical proposals in each region.

LogistiCare established its call center in Norton, a rural area with high unemployment, and began providing service in the three awarded regions. The business got off to an extremely smooth start, serving DMAS by reducing spending, decreasing utilization and improving service.

In late 2002, LogistiCare received an urgent request from DMAS to begin managing the other four regions - with service to begin in only three weeks. This involved serving the remainder of Virginia's Medicaid population, 250,000 individuals with an estimated 280,000 trips per month. LogistiCare responded quickly, hiring additional staff, adding phone lines, and expanding its provider network in time to begin services statewide by December 2002. LogistiCare now provides service for 100 percent of Virginia's eligible Medicaid population.

As a result of LogistiCare's efforts, DMAS was able to cut costs by 28 percent (\$16 million) over the first year while utilization actually increased.

Additionally, LogistiCare's diligence even saved the state more than \$1 million per year by working with DMAS to obtain legislative authorization for a stretcher van benefit for eligible Medicaid recipients that could not sit upright but that also did not require ambulance-level medical services in transit. Through careful analysis of NET regulations, LogistiCare discovered this costly inefficiency and moved ahead with a solution that added further value to its relationship with the state.

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