

Frequently Asked Questions

Q. Who is LogistiCare?

A. LogistiCare is a leading transportation network manager, or broker, that operates in 15 states and annually manages transportation services for more than seven million people and more than 11 million trips. LogistiCare contracts with government agencies, insurance companies, HMOs and other organizations to arrange medical transport to and from doctors' offices, hospitals, nursing homes and medical facilities. LogistiCare develops and operates comprehensive transportation systems of ground and air ambulance, wheelchair, stretcher and livery services such as taxi and shuttle. The company also manages Americans with Disabilities Act (ADA) paratransit programs for transit agencies.

Q. What is a transportation network manager, or broker, and what does it do?

A. A transportation network manager, or broker, is an outsourcing solutions for the administration and management of transportation benefits for covered populations. In most instances, a transportation broker processes requests for transportation, determines eligibility for such services based on their client's specifications, coordinates and purchases the transportation from local transportation providers, reports encounter data and performs other logistical and quality assurance activities, such as invoicing and utilization management. Once the appropriate level of service is determined, which typically involves assessing vehicle type needed by the recipient—public transit, wheelchair, or stretcher—the transportation broker routes calls to one of its local transportation provider members. These members have been credentialed and pre-qualified to become part of the broker's transportation network. The broker then monitors the service delivery to ensure transportation services are adhering to the client's quality and performance standards.

Q. What is LogistiCare's network management system, or "brokerage" model and how does it work?

A. LogistiCare's solution centralizes the transportation process to ensure that the appropriate level of service is provided in the most efficient manner, eliminating the need for eligible persons to interact with a fragmented system of multiple transportation providers offering varying levels of service (e.g., ambulatory, stretcher, wheelchair). Transportation brokers manage call center operations, eligibility screening, scheduling, dispatching and billing. Brokers also credential and manage local networks of commercial, non-profit and public transportation providers.

Step-by-step, the broker system works as follows:

- Brokers contract with local transportation providers to create a non-emergency transportation network. Brokers credential the transportation companies to ensure that their insurance, drivers and vehicles meet quality and safety standards.
- Brokers operate centralized call centers, which program participants or case managers call to make trip requests. With this system, participants need to remember just one number for accessing service. The call center representative screens the trip request to determine eligibility and schedule the most appropriate level of service such as sedan, taxi, wheelchair or public transit.
- The call center assigns the trip request to a local transportation provider based on geographic area and vehicle type. In the process, the broker provides the transportation company a pre-authorized internal control number for them to use when billing.

- The brokers handle administrative oversight of local transportation providers, including trip reimbursement.

Q. How does LogistiCare work with local transportation companies?

- A. LogistiCare depends on local providers who are dedicated to the same levels of quality and customer satisfaction as we are. LogistiCare is not a provider and is not in competition with local providers. We are committed to working with all local providers and do not exclude anyone that meets our credentialing and service standards.

Our approach emphasizes stability in revenue for the providers, while working together to find ways to control provider costs. The high level of provider performance and the stability of our network demonstrate the effectiveness of this approach. LogistiCare does not competitively bid one provider against another for trip assignments, since the success of the program and stability of services is based on our long-term relationships with the providers. Further, the average fleet size of LogistiCare's provider network is five vehicles, exemplifying that LogistiCare is very committed to working with the smaller, local transportation providers.

Q. By adding a broker, agencies are essentially adding an additional layer of management. How does this reduce costs?

- A. LogistiCare employs the following initiatives to achieve direct cost savings for clients, while also improving the quality of service and transportation availability for program recipients.
- Comprehensive utilization review
 - Right-sizing levels of transportation
 - Fraud and abuse monitoring
 - Proper eligibility verification
 - Billing review and audits
 - Maximizing least costly modes of transportation including non-profit and public transit agencies

Even though these measures are proven to result in cost savings, many state agencies simply do not have the time or resources to implement, manage and enforce such initiatives. With a good broker in place, agencies can realize the cost savings without the added strain on their resources.