

# IHCP Provider Workshop LogistiCare - Circulations

## October 16, 2019



ACCREDITED  
CORE  
Expires  
05/01/2020

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1

LogistiCare



# Agenda

- Introducing LogistiCare - Circulation
- Transportation Solutions
- Business Model
- Trip Coverage
- Urgent Needs
- Compliance
- Questions

# Our Expertise and Scale | We are national leaders in the healthcare transportation industry; experience in urban and rural markets



## National Experience

23 years of experience. Manage member transportation for Medicaid, Medicare, Dual and Commercial



**24 million members  
across 48 states**



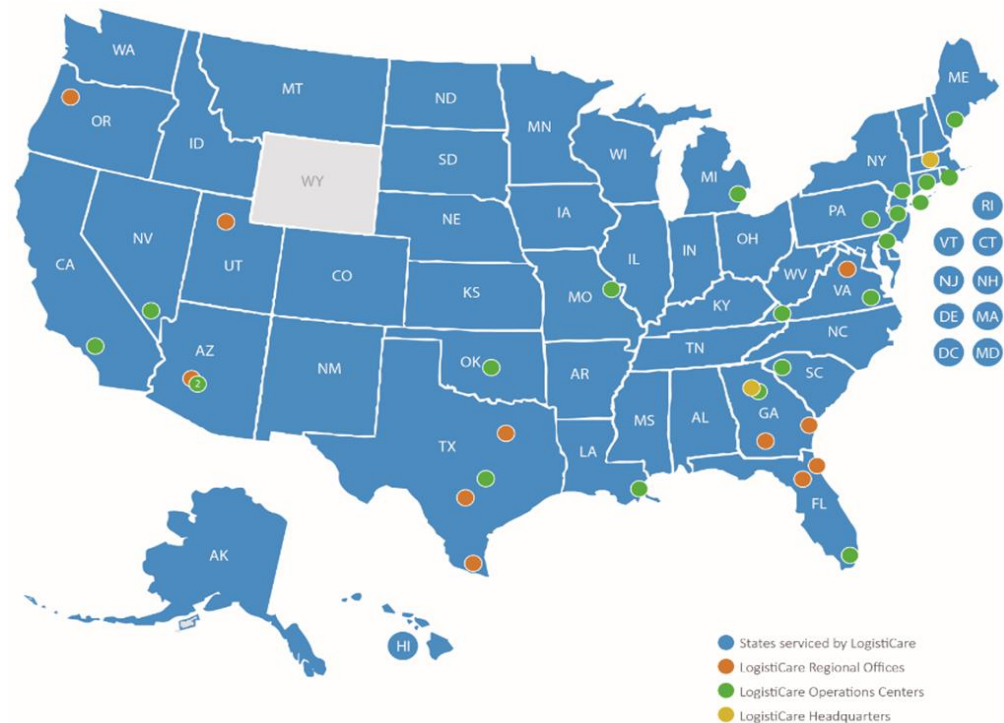
**67 million trips annually**



**22 million calls annually**



**238 Client programs  
(State & Managed Care  
Entity)**



# We deliver a holistic transportation solution focused on improving convenience, member satisfaction, and system efficiency



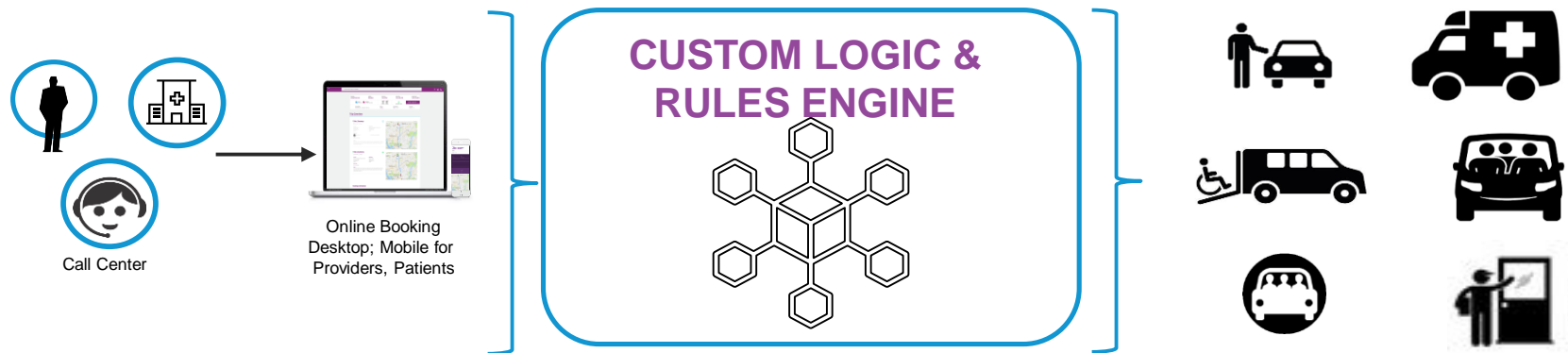
- **Member Experience:** Unique focus on member convenience, empowerment and high satisfaction levels
- **Community Engagement:** Active engagement of key community and provider facility stakeholders to listen to feedback and iterate on product and execution
- **Network Services:** Strong network in Indiana. Ability to rapidly scale and meet high service level standards
- **Benefit Management:** Programmatic enforcement of desired utilization consistent with regulations; proactive measures to minimize fraud, waste and abuse
- **Analytics & Reporting:** 24/7 ride monitoring plus analytics on utilization metrics and performance levels. Custom reporting also available
- **Call Center Support:** Call center service to support care/case managers, member, and facilities. 24/7, multi-lingual coverage

# Business Model Overview: Fits easily into existing client workflow and enables ride scheduling and viewing from multiple parties

## 1. RIDE REQUEST

## 2. MATCH APPROPRIATE RIDE

## 3. RIDE DELIVERED



# LogistiCare Contact Information

## Hours of Operations:

Reservations are accepted Monday through Friday 8:00 am to 8:00 pm ET with the exception of national holidays

Urgent/same day and/or hospital discharges are accepted 24/7/365

Ride Assistance accepted 24/7/365

- Member Reservations/Ride Assist:
  - (844)-772-6632
- Hearing Impaired:
  - (866)-288-3133
- Toll Free Provider Line Information:
  - Phone:(844)-788-9332
  - Fax: (855)-864-0973
- Call Center/Operations Center:
  - 127 Washington Avenue  
North Haven, CT 06473
- Local Indiana Office:
  - 9245 N. Meridian Street, # 210  
Indianapolis, IN 46260
- Facilities Line:
  - (844)-788-9333

# Trip Coverage

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- Trips that are covered:
  - Hospital discharge
  - Trips to physicians for medically covered services
  - Trips to dialysis
  - Trips for waiver services including the treatment plan
- Trips that are not covered:
  - Trips for emergency medical conditions (i.e. 911 calls)
  - Trips for vocational training
  - Trips to sporting events or other social functions
  - Trips that exceed mileage limitation set by the plan

## Covered Levels of Service/ Vehicle type

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- Mass Transit
- Mileage reimbursement
- Ambulatory
  - Sedans/ Taxi
- Wheelchair – Specialized Medicar Vehicles





# Urgent Transportation Needs

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Urgent transportation needs are those that while there is no immediate threat to life or limb, the member must be seen on the day of the request and treatment should not be delayed.

LogistiCare may verify directly with the medical provider to confirm the need for urgent services.

Valid requests for urgent care transportation shall be honored within three (3) hours of the time of the request.

**It is not considered urgent if the member forgets to schedule their appointment.**

# Compliance – Our Provider Credentialing Approach

## Credentialing elements

- **Transportation Provider Owner/Company, upon Contracting**
  - Background Checks, OIG, SAM - Criminal Records, Sex Offender
  - Insurance – General Liability, Vehicle Liability, Workers Comp
- **Driver Credentialing upon Contracting and Annually**
  - Background Checks - OIG, SAM, Criminal Records, Sex Offender, Driving Record
  - Valid Drivers License
  - Drug Testing
  - Training
- **Vehicle Credentialing upon Contracting and Semi-Annual**
  - Inspection

## Electronic process



## Compliance – Insurance requirements

Insurance **Accord** must have the following:

Certificate of Insurance ("COI") auto at minimum **\$1,000,000.00** limit

Auto coverage must provide "**ANY AUTO**" coverage or **Symbol 2, 8 & 9**

General Liability Coverage at **\$1,000,000.00** limit ("Broad Form" coverage) required

Sexual Abuse and Molestation coverage at. **\$1,000,000.00**

COI must list "**LogistiCare Solutions, LLC**" as an additional insured **and** certificate holder

**Workers Comp** coverage as required by Indiana law

# Open Discussion

## Session Survey

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Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1016>