



# LogistiCare®

## West Virginia Non-Emergency Medical Transportation (NEMT)



ACCREDITED  
CORE  
Expires 05/01/2020



# LogistiCare

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- **Most Experienced NEMT Broker – Nationwide**
  - Multi-market experience with local focus
  - 22 years of healthcare industry experience
  - Medicaid, Medicare, Dual Eligible, LTC, and Commercial programs
  - 22 Operation Centers, 12 Regional Offices plus Regional Teams for local support
- **Largest Transportation Provider (TP) Network – Nationwide**
- **NEMT Broker Model**
  - No ownership of vehicles or transportation provider companies
  - Hold Transportation Providers accountable
  - Provide gatekeeping and oversight of the NEMT program
  - Manage programs with thorough reporting in all areas to address FWA



# Focus on Member Experience

- **Commitment to Quality and Safety**

- Dedicated local and corporate Quality Assurance Teams
- Post Call Experience Surveys
- URAC Accredited Nationwide
- National Safety Council Award – six consecutive years



- **Commitment to Innovation and Technology**

- Member Services Website
- Trip Manager® App
- Ride Tracking Technologies - GPS/AVL
- Routing Software to improve efficiency





### LogistiCare manages all of West Virginia's Medicaid Non-Emergency Medical Transportation (statewide NEMT)

#### Transportation Types Available

Gas Mileage Reimbursement  
Fixed Route Bus  
Private Provider

#### Levels of Service

Ambulatory  
Wheelchair  
No ambulance

#### Important Points to Remember

- Trips must be medically necessary and for services provided by a medical provider enrolled in west Virginia Medicaid
- Per BMS regulations – NEMT services can only be provided to and from the member's address of record with West Virginia Medicaid

## Notice Requirements

### Routine Trips

Requests for transportation for routine medical appointments require 5 business days' notice

### Urgent (same day/next day) Trips

Requests for urgent trips require verification of urgency



## Ways to request transportation

### Facility Requests

Phone: (844) 889-1941

Fax: (855) 882-5998

Online: [tripcare.logisticare.com](http://tripcare.logisticare.com)

### Member Requests

Phone: (844) 549-8354

Online: [member.logisticare.com](http://member.logisticare.com)

Mobile App – TripManager®



Facilities can (and should) request “Standing Orders” for their clients who require recurring transportation on the same days/times each week to the same medical provider location.

Treatment Examples:

- Dialysis
- Mental Health Counseling
- Substance Abuse Treatment

**Standing Order Request Forms** must be completed by the treating facility and submitted to LogistiCare either by fax or via the TripCare website

**Monthly Attendance Reports** – Facilities are required to file online monthly attendance reports for their standing order clients

**Quarterly Recertification of Standing Orders** – Facilities are required to complete and submit quarterly recertification of their current standing orders



# LogistiCare in West Virginia

## Required Information/Helpful Hints

**Please have the following information when you call:|**

- **Member's Medicaid ID #, home address, and phone number(s)**
- **Medical Provider's Name, address, and phone number**
- **Appointment date(s) and time(s)**
- **Any special needs:**
  - Member is unable to transfer to a seat in the van
  - Member has a walker/wheelchair
  - Member needs to be picked up in the back of their home
- **If calling about a trip already scheduled, please also have the trip ID # when you call**





# LogistiCare in West Virginia

## Canceling an Appointment

- Call LogistiCare at (844) 889-1941 to cancel the ride
- Please call in the cancellation as soon as you know the member is not going and at least 24 hours in advance of the scheduled ride
- You can also follow prompts from the *Appointment Reminder Call* to cancel appointment
- Please have the Trip ID # when you call
- *Please note: The transportation provider does not get paid if the member does not go*



### Please call LogistiCare's Rise Assistance Line if:

- Provider arrives more than 15 minutes before or after the scheduled pick up time
- Provider did not show up
- Accidents/Incidents or issues during transportation
- Inquiries regarding the trip

**(844) 549-8354**



- Facilities can schedule reservations using **TripCare™ 24/7/365**
- Demand or Standing Order Trips can be scheduled using **TripCare™**
- <https://tripcare.logisticare.com>

The screenshot displays the LogistiCare web portal interface. At the top, there is a navigation bar with links for DASHBOARD, REQUEST TRIP, VERIFY ATTENDANCE, and USER ADMIN, along with a user profile for 'Welcome Vuong Chuiba'. The main content area is titled 'Log A Return Leg 1' and is divided into three steps:

- STEP 1:** Mode of transportation: Wheelchair
- STEP 2:** Is the wheelchair oversized? (Yes/No), Is it standard or bariatric? (Standard or bariatric), Is it manual or electric or scooter? (Manual or electric or scooter)
- STEP 3:** If manual, can the member transfer without assistance? (Yes/No), What is the member's height and weight? (Height and weight), Are there steps at the residence? (Yes/No), If steps, how many steps? (Number of steps), Is there a ramp at the residence? (Yes/No), If ramp, is the ramp in front or back? (Front or back)

Additional options include 'Can member sign the driver's log?' (Yes/No) and 'Additional Passengers' (No/Yes). At the bottom, a section titled 'What do you want to do next?' offers five buttons: ROUND TRIP, NEW LEG, COMPLETE Trip Request, CANCEL Trip, and CANCEL Request.



# Member Services Website

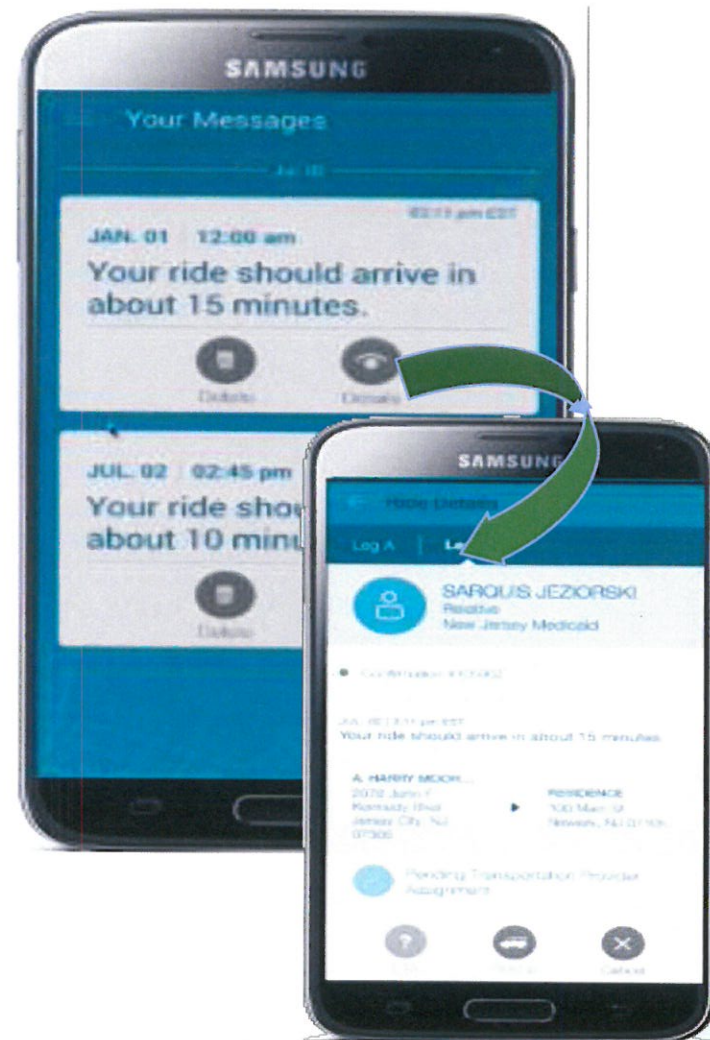
<https://member.logisticare.com>

- Members can use the Logisticare Member Website to schedule reservations 24/7/365
- Requirements:
  - Internet access and a web browser that works with the website
  - Member must have current and active email account



# LogistiCare Trip Manager® App

- Android or iOS Smart phone or tablet
- App store - LogistiCare Trip Manager
- Messaging system
- Members can check ETA status
  - Ride Assist
- Request pick up
- Member or treatment staff can use



# LogistiCare in West Virginia

## Transportation Provider, Driver and Vehicle Credentialing

- ✓ **Transportation Provider Owner/Company, upon Contracting**
  - ✓ Background Checks, OIG - Criminal Records, Sex Offender
  - ✓ Insurance – General Liability, Vehicle Liability, Workers Comp; SAMs
- ✓ **Driver Credentialing upon Contracting and Annually**
  - ✓ Background Checks - OIG, Criminal Records, Sex Offender, Driving Record
  - ✓ Valid Drivers License
  - ✓ 10-Panel Drug Testing
  - ✓ Training – NSC, PASS, First Aid, CPR
- ✓ **Vehicle Credentialing upon Contracting and Semi-Annual**
  - ✓ Bi-Annual Vehicle Inspections





# LogistiCare in West Virginia

## Handling and Resolving Concerns/Complaints

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- **Concerns/Complaints are received by phone, fax, email, letter, or online at [WeCare.logisticare.com](http://WeCare.logisticare.com)**
- **Details entered into our transportation management system for tracking**
- **Complaint is thoroughly investigated**
- **Resolution is determined**
- **Client (BMS) is notified monthly of concern/complaint details and resolution**
- **Data analysis is performed on reported concerns/complaints to determine trends and additional actions that may need to be taken**



# LogistiCare in West Virginia

## Member Satisfaction Surveys

- **Contact Center Experience Survey – Post Call Survey**
  - After initial greeting, callers will be asked to remain on the line to complete a brief survey
  - At the end of the call, the system will automatically connect them to the survey
  - Caller is asked about their interaction with the CSR and given the option to leave a voicemail
- **Service Experience – Post-Trip Survey**
  - Focused on the member's total experience
    - Scheduling, timeliness, vehicle and driver



# LogistiCare in West Virginia

## Community Partners

**LogistiCare** is committed to meeting the non-emergency medical transportation needs of West Virginia's Medicaid members.

We will do so not only by providing transportation, but by actively building and sustaining partnerships with members, their families, treatment facilities, community service boards, group homes, transportation providers, and others in the community.

Together we can work to ensure West Virginia Medicaid Members' access to their needed healthcare services.





## Healthcare Providers

<https://tripcare.logisticare.com>

Facility Line: (844) 889-1941

## Members

<https://member.logisticare.com>

Reservation: (844) 549-8353

## Ride Assistance

Ride Assist: (844) 889-7939