



Insight from LogistiCare's Vice President of Operations



LGTC Procedure for Late Pick-Ups, No Shows and Complaints



If members are experiencing issues with their transportation provider such as “no shows” or “late pickups” which result in the member being late for their appointment, please contact the “Ride Assist” line at 866-527-9834 to have this documented and recorded.

The transportation provider is considered late 15 minutes after the scheduled pick up time. Once the party has called LGTC to inform us of the issue above, please have the client, family member or facility representative file a formal complaint, retrieve the complaint identification number, and contact your corresponding Outreach Coordinator.

You may request for a complaint to be filed the first time you call the "Ride Assist" line. Every complaint filed will generate a complaint ID. Please keep this information for your records. The resolution will be mailed to the member. Please note, we do not send letters for late complaints.



We're on the Web



TripCare Web Portal:

1. Create Reservations and Standing Orders at your convenience 24/7.
2. Process TVR (Trip Verification Reports) online instead of faxing.
3. Avoid spending time on the telephone.
4. Monitor all your reservations.
5. Book Reservations up to 3 months in advance.
6. Same day discharges coming early January 2018

Contact your Outreach Coordinator to



Gate Keeping

Trip Verification Reports are due no later than the 25th of each month. If you are using the circle report (paper form) circle the day (s) the member **Did Not** attend treatment. If you submit your report online through our facility web portal, click on the day(s) the member did not attend treatment.

Recertification Reports are not available online. They are due every 90 days for the previous quarter to monitor all activities within that 90 day period. All standing orders must be verified. On this report, indicate if the member's standing order is still active, if the level of service, contact information, (including the residing address) or the days and times the member attend treatment has changed. If the member's information we reflect is correct, you can leave that particular member's section blank. Only document member changes where it is needed.

Why are these reports important? LogistiCare is the gate keeper for all approved State Medicaid reservations. We understand calling in reservations can be time consuming, so LogistiCare created Standing Orders as a courtesy for the facility. Any re-occurring medical appointments of 3 or more days a week going to the same facility, on the same days and times are eligible. We must ensure our member's are attending treatment and that nothing has changed with their medical appointments. **Please note failure to submit TVR reports will result in the cancellation of the standing orders affiliated with the facility.**



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