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"LogistiCare empowers passionate people to provide quality access to human and healthcare services through technology, innovation and community partnerships while meeting commitments to our stakeholders."

INSIGHT FROM LOGISTICARE'S GENERAL MANAGER

Key telephone numbers:

866-527-9933 is the reservation number. Beneficiaries, their families/care givers or medical providers call the reservation number to reserve a demand trip.

866-527-9945 is the Facility Department telephone number for the exclusive use of the health care facility staff.

877-457-3316 is the Facility Department fax number.

866-527-9934 is the "Where's My Ride?" telephone number

STANDING ORDER REQUIREMENTS

Who is eligible for a standing order? If your client has Medicaid and attends a medical appointment at least 3 days a week at the same time and location they may be eligible for a standing order. This will eliminate the need to continually call in repeating trips.

How to apply? A representative from the treating facility must fax over a completed standing order form for processing. **Note:** *Clients cannot submit these forms only facility personnel.* All information must be completed or the form will be rejected. If there is no foreseen end date you may leave that section blank.

How long is a standing order good for? Monthly attendance reports are to be completed online or faxed to LogistiCare. Standing orders are also recertified by the LogistiCare staff every 3 months to make sure the trip continues to be necessary. The facility will be asked to provide information at that time.

Do I need to cancel the standing order? Yes. When your patient/client is discharged from your facility, please contact LogistiCare so we can cancel the standing order. This plays a major role in providing great transportation service. We want to make sure our transportation providers are not going out to pick up the patient/client if they no longer attend treatment.

Facility Service Web Portal Advantages:

1. Create Reservations and Standing Orders at your convenience 24/7.
2. Process TVR (Trip Verification Reports) online instead of faxing.
3. Spend less time on the telephone.
4. Monitor all your reservations.
5. Book Reservations up to 3 months in advance.

Contact your Outreach Coordinator today to schedule a training session. 

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DISCHARGES

When scheduling discharges please provide the following information to help ensure discharges are properly scheduled:

- Unit contact number where the patient will be located.
- Proper Level of Service. If a patient can ambulate on their own (Ambulatory) or with assistance (AMAV) please request **AMAV** as the level of service for the discharge. This will allow the proper resources to be dispatched in order to accommodate the appropriate levels of service.
- Please note that at any time during the 3 hour window a transportation provider may be available to accommodate your request. Make sure that the patient is ready to be discharged prior to contacting LogistiCare.

