



LogistiCare[®]

Welcome to the Facility Services Website Introduction

November 2012

logisticare.com

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WHAT IS THE FACILITY SERVICES WEBSITE

The LogistiCare Facility Services Website (FSW) supports transportation requests by healthcare facilities on behalf of their clients. The goal of this site is to provide a system to request and manage trip requests online — without the need to contact the call center.

LogistiCare

HOME NEW RESERVATION NEW STANDING ORDER MY REQUESTS MY REPORTS MY PROFILE ADMIN HELP LOGOUT

LogistiCare Facility Services - Home Logged in as Amanda Bourner

Dashboard

The tool below summarizes the number of trip requests with upcoming dates of service by status.


Date of Service	Pending	Rejected	Approved	Denied
2/5/2011	1	0	0	0
2/6/2011	0	0	4	0
2/8/2011	0	0	1	0
2/14/2011	2	2	4	0
2/15/2011	0	0	1	0
2/18/2011	1	0	0	0
2/21/2011	0	0	1	0
2/25/2011	0	0	1	0
2/28/2011	1	0	0	0
3/1/2011	1	1	1	0

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Disclaimer of Liability

LogistiCare Solutions, LLC provides access to the data and information contained on this Web site as a service to our clients. While the data and information contained on this Web site are based upon actual trip data for each client, due to continuous updates to the data files, we make no warranty or guarantee concerning the accuracy or reliability of the content of the data or reports produced from this Web site.

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We never lose focus on the human needs of our riders and the practical day-to-day challenges faced by great health care providers.

BENEFITS

The Facility Services Website:

- ✓ Offers 24/7 access, enter a trip request anytime, from anywhere
- ✓ Provides trip accuracy
- ✓ Allows you to check the status of a trip request, as well as the ability to modify trip requests
- ✓ Eliminates the necessity to place request by phone
- ✓ Eliminates the need to fax “on demand trip requests” and or standing order requests

SECURED WEBSITE

The LogistiCare Facility Services Website meets all requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regarding Protected Health Information (PHI) to ensure the privacy and security of your data.

HOW DO YOU GET ACCESS?

- The site supports the following web browsers:
 - Microsoft Internet Explorer (IE) Version 6 or higher with 128-bit Secure Sockets Layer (SSL) encryption installed and enabled.
 - Mozilla Firefox Version 2.0 or higher with 128-bit Secure Sockets Layer (SSL) encryption installed and enabled.

It is important to note these system requirements to ensure peak performance of the Facility Service Website.

GETTING ASSISTANCE

- If you need help with or have a question regarding a routine trip request, or would like to inquire about an urgent trip, or need to cancel an existing reservation, contact your LogistiCare Facility Representative.
- If you need technical assistance, select **Contact Support** on the **Help** menu. Use the e-mail form to contact LogistiCare Customer Support. Support hours are Monday through Friday 8:30 AM to 5:00 PM Eastern time. Please allow up to four business hours for a return call or e-mail.

GETTING STARTED

Accessing the Facility Services Website:

To access the FSW open your browser, enter the Internet address
<http://facility.logisticare.com/>

TIME SAVER TIP!





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This concludes to the Facility Services Website
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