



## MEMBER SERVICES WEBSITE REGISTRATION

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### MEMBER SERVICES WEBSITE ORIENTATION

- The LogistiCare Member Services Website (MSW) was designed to help the member request and manage their own non-emergency trips online, eliminating the need to call the LogistiCare Call Center
- The member must schedule one initial trip through the call center prior to using this website
- Benefits of the Member Services Website (MSW):
  - ✓ Offers 24/7 access, enter a trip request anytime, from anywhere
  - ✓ Provides trip accuracy
  - ✓ Allows the member to check the status of, as well as modify, trip requests
  - ✓ Eliminates the necessity to place request by phone, after the first trip

There are specific steps that MUST be taken when using LogistiCare's Member Services Website.

### ACCESS REQUIREMENTS

To use the Member Services Website (MSW):

- The member's computer must have Internet access
- The member's computer must have a web browser that works with the website
- The member must have a current e-mail account
  - NOTE: A user ID can have only one specific email address
- The member will need to self-register on the Member Services Website
- The Member Services Website URL address is: <http://member.logisticare.com/>
- Once the member has scheduled at least one reservation with a CSR, they can register to use the MSW

### MEMBER REGISTRATION

To self-register for the Member Services Website:

- Enter <http://member.logisticare.com/> in the web browser's URL address field
- Once the MSW is accessed the *LogistiCare Member Services Login* screen is displayed
- To register, first time users must click the **Sign Up** link
- This will display the *Pre-register* screen to complete
- Once completed, a system generated email is sent to the email address provided during pre-registration
- Click or copy and paste the link provided in that email
- Complete the *Verify Member Information* section
- Then click the **Find Member** button
- Once info for ALL the fields within the *Complete Registration* section have been provided and the **Complete Signup** button has been clicked, the registration process is complete

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