Member Services
Web Portal
User's Guide

LogistiCare Solutions, LLC
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About the Member Services Web Portal

The LogistiCare Member Services Web Portal is designed to help you request and manage your non-emergency trips online—without calling the LogistiCare Call Center.

LogistiCare schedules over 50 million trips each year. Every one of them is important to us, especially yours! We know how important it is for you to arrive safely and on time for your appointment. You deserve to be picked-up and returned home without a concern.

We understand the need to protect your personal and medical information. We use the information you enter here to choose the medical care and equipment you need for your trip.

LogistiCare has many security features on this portal to protect your personal information. The LogistiCare Member Services Web Portal 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 information.
Getting Started

This section explains what you need to log in and sign up to use the Member Services Web Portal (MSW). It includes some tips to help enter and track your trip requests.

Once you set up your profile and your member list, you can log in at any time to enter new trip requests and check on requests you have made.

About this Guide

This guide explains how to use the Member Services Web portal to enter, change, and view your requests and trip reservations. It explains

- Computer software that you need
- How to request a trip reservation
- Important terms and concepts

Tips for Using the Member Services Web

Here are some tips that will help you enter and review your trip requests.

Moving between Fields

You can use your mouse to move from one field to another. You can also use the TAB key on your keyboard.

Entering Formatted Fields

You only need to enter the number or letters in most fields like member IDs, phone numbers, and dates. For example, if you enter 3015554420 for a phone number, the field shows 301-555-4420.

Entering Dates and Using the Calendar

You can enter the date directly in a date field. You do not need to enter any separators. Just remember to add zeros if the day or month is a single digit. For example, you can enter June 5, 2015 as 06052015.

Another way to enter a date is to use the calendar. Click on the date in the calendar or click Prev and Next at the top of the calendar to move through the months. You can only select a date up to 90 days in the future.

You can use these shortcuts to move through the calendar and select the appointment date:

- PAGE UP: Move to the previous month.
- PAGE DOWN: Move to the next month.
- CTRL/COMMAND + HOME: Move to the current month.
- CTRL/COMMAND + LEFT: Move to the previous day.
- CTRL/COMMAND + RIGHT: Move to the next day.
- CTRL/COMMAND + UP: Move to the previous week.
- CTRL/COMMAND + DOWN: Move to the next week.
ENTER: Select the focused date.
CTRL/CMD + END: Close the calendar and erase the date.
ESCAPE: Close the calendar without selection.

Getting Help
If you need help with a request, have a question about a request, or need an urgent trip, please call your LogistiCare Call Center.

Computer Requirements
To use the Member Services web portal, you must have a computer with an Internet connection, a web browser that works with the portal, and a current e-mail account.

The LogistiCare web portal supports the following web browsers:

- Microsoft Internet Explorer®
- Mozilla Firefox®
- Chrome™

Use the most current version of your browser for the best results. The remainder of this document assumes you are using Microsoft Internet Explorer. All instructions in the document are based on Internet Explorer, however, Firefox and Chrome will work in a similar way.

You must have an e-mail account so you can receive e-mail from LogistiCare.

Sign Up!
To request transportation for yourself or other members, you must register on the LogistiCare Member Services Web portal.

The LogistiCare Member Service Web Portal Quick Start Guide shows how to register and set up an account. Click Need log in help? under the Log In button to review the steps to sign up.
Logging In and Out of the Member Services Web Portal

You must log in to the Member Services Web portal to enter a new request or to see your trips LogistiCare has processed. Click the Log In / Register button at the top of the page to open the sign in area.

Enter your E-mail address and Password and then click Log In. Remember that your password is case sensitive.

If you cannot remember your Password, click Forgot your password? to reset your password.

When you are finished using the portal, be sure to log out. Click the Log Out option at the top of the page to close your session. This protects your privacy, especially if you are sharing a computer.

Announcements

The Announcements option is available in the menu bar before you log in to the web portal. Click the link to open the announcements section, where you can see messages from LogistiCare about scheduled maintenance or other information about the web portal.

Your Member Services Web Portal Home Page

The Home page is where you can find alerts and messages. You can use the links to request a new reservation, see your future trips, and manage your account.
### Alerts

The Alerts section is open when your first log in to the web portal.

The Recent Activity and Alerts area displays a summary of your current requests and reservations. The summary displays only members who have trips in one of the statuses shown. If there aren't any active trips or reservation requests, the member is not included in the list. You can click the member name or the number of trips to open the My Reservations page and see more details about the reservations and scheduled trips.

Recent notices and updates are displayed in the Updates area.

Use the Close button to close the Alerts section. After you have opened another page on the web portal, the Alerts section will be closed when you return to the home page. You can click the Alerts tab to reopen this section.

### Navigating the Portal
From the **Home** page, use the menu at the top of the page to request a ride, see your existing reservations, and manage your account. You can see the menu on every page. Move your mouse over the menu to see the different pages you can open.

### Menus and Options

#### Home
- Return to the home page. The Alerts section is closed.

#### Reservation
- **New Reservations** opens the form to enter a request for a reservation.
- **My Reservations** opens the My Reservations page where you can search for reservations and see the current status of your trips.

#### My Profile
- **Manage Password** opens the page where you can change your password.
- **Manage Challenge Questions** opens the page where you can change the answers to the challenge questions. Challenge questions are used if you forget your password and need to reset it.
- **Manage My Profile** opens the page where you can correct your name or change your e-mail address and account preferences.
- **Manage My Members** lets you add or remove members associated with your account.

#### Help
- **User Guide** provides a link to the Member Services Web User's Guide.

#### Log Out
- Closes your session and returns you to the Log In page. You should always log out when you are not working in the system. For security, you are automatically logged out after a period of inactivity.

You can use the links at the bottom of the page to find more information about LogistiCare and the Member Services Web Portal.

- Go to LogistiCare.com
- Terms and Conditions
- Privacy Statement
- Disclaimer
- Accessibility Policy
- Site Map
Entering a New Trip Request

To enter a new trip request, you are guided through the steps that let us provide the best transportation for your current needs:

- Select the member who needs a ride. This may be yourself, other members of your family, or someone you care for.
- Check that you are eligible for this trip.
- Request gas reimbursement.
- Determine the kind of transportation needed for this rider.
- Provide additional information about the rider or the trip.
- Enter the pick up and drop off location information.
- Check and save your request.

Before you begin, make sure you have the following information available:

- Your insurance, Medicare, or Medicaid number, or the number for the member who needs to take this trip.
- Date and time of the appointment.
- Number of Personal Care Attendants (PCA), adults, or children who will be riding with you or the member on this trip. If any children are going on this trip, how many car seats are needed.
- Type of treatment you or the rider will be receiving.
- Address and phone number of the pick up location.
- Address and phone number of the drop off location.
- Doctor’s name.
Select the Member

The first step is to select the member and enter the date of the trip.

1. Click New Reservations link on the Reservation menu.
2. Enter the Date of Service, which is the day you need to take the trip.

![Member and Date of Service](image)

The date must be after the advance notice time needed by LogistiCare to process your request. Generally, this is 3 to 5 days before your appointment, depending on the requirements set up by your insurance provider. If you need an urgent trip, please call your LogistiCare Call Center.

To enter dates, you can type the date in the box. The date box already has the slashes entered, as __/__/____ so you don't need to enter them. Remember to add zeros if the day or month is one digit. For example, enter 06052012 for June 5, 2012.

Another way to enter the date is to use the calendar. The calendar opens automatically when you click the date field.

3. Select the member who needs the transportation from the list. You may need a ride for yourself, for a member of your family, or for a friend who needs your help using the website.

   If you do not see the rider's name in the list, you can click the Add a Member link to open the Manage Members page and add the rider to your member list.

4. Click Continue to go to Step 2. In step 2, we will check that you are eligible for a ride and ask about the type of ride you need.
Verify Eligibility

The next questions help LogistiCare determine the type of ride you need. The questions that you are asked may be different depending on the insurance you have and the state you live in.

1. Click the **Yes** or **No** button to indicate if you or a member of the family can drive to the appointment.

2. Click **Next** to save your answer and go to the next page.

   The next page may be the verification page or you may be asked additional questions, depending on the services provided by your insurance plan.

3. Check your answers to the questions. Click **Continue** if your answers are correct and you are ready to go to the next step. Click the **Back** button if you need to change your answers.
**Verify Transportation**

The next questions determine the type of transportation services that you need. For example, if you use a wheelchair and cannot safely transfer from the wheelchair to a vehicle, or if you need tickets for mass transit.

**Note:** The questions you see may be slightly different from the questions shown here depending on your state and insurance provider.

1. Click the button to pick the option that describes your ability to move to and from the vehicle, and then click **Next**.

![Image of the page showing the option to select a transportation type](image1.png)

You may be asked more questions that will help LogistiCare select the most appropriate vehicle and type of transportation service. Answer any additional questions, and then click **Next** to continue.

2. Check your answers to the questions. Click **Continue** to go to the next step or click **Back** if you need to change your answers.

![Image of the page showing the next step](image2.png)

When you have answered all of the questions, you will enter the details about the trip you need to take.
Enter the Trip Details

Now you enter information about the reason for the trip and about anyone traveling with you or the member. The fields that you must enter are marked with a * star. Depending on your location and your insurance provider, there may be other questions and options.
Requested By

Your name and e-mail address are already filled in as the person requesting this trip.

Enter the *Contact Phone Numberwhere you can be reached if LogistiCare has any questions about this trip. You only need to enter the numbers, including the area code. You do not need to enter any dashes.

Escorts

⚠️ Note: The requirements and regulations of your state or insurance provider determine if additional passengers or attendants can travel with you. You may not be able to enter this information for your trip.

Select the type and number of additional passengers who will be riding with you or the member. An escort may be a family member, friend, or facility employee who accompanies you for the entire trip. LogistiCare is not responsible for providing escorts.

There are three kinds of escorts:

- A **Personal Care Attendant** is an additional passenger that has no relationship to you. An attendant is provided by your insurance provider.
- **Adult Escort** is an additional passenger who travels with you at your request, and there is a relationship between you and the escort.
- Child Escort is a minor child traveling with you to an appointment. If a child is traveling with you, you must follow all state laws regarding child seats and restraints.
- If you are traveling with a child, a **car seat** may be required by law.

Additional Information

Additional information may be requested based on your insurance and the state where you live. Examples include ramp information (for wheelchair access) and a preferred transportation provider.

Appointment Information

The next questions help LogistiCare confirm that this trip is necessary and that the service is covered.

*Reason for Appointment*

Enter a brief description of the treatment or service. For example, the appointment may be a follow-up visit or for allergy testing.

**Special Requirements for Member**

Enter a brief description of your condition if you have special transportation needs. For example, if you have a broken leg in a cast that must be supported.

*Kind of Appointment*

Select the type of treatment or the reason for this trip from the list.

**Can Member sign the driver's log?**

Click **Yes** or **No** to indicate if you or the rider will be able to sign the driver’s trip verification form.
If you or the member cannot sign the log, you are asked if this is permanent. If this is a permanent situation, you must enter the reason why you or the member cannot sign the log.

**Comments**

Enter any information that will help LogistiCare process this trip request.

Click **Continue** to save what you have entered and go to Step 5, where you will enter the pick up location information.

If an error is found or you did not enter information in a required field, a message displays in red next to the field.

Make your corrections and then click **Continue** again.
Enter the Trip Legs

A trip is made up of "legs." A trip leg takes you from one place to another. Most trips are round-trips and have 2 legs, the A leg and the B leg. The A leg takes you to your appointment, and then the B leg returns you to your original pick up location.

You can enter more than 2 trip legs if you need to go to other locations. For example, you might need to travel from your home to the doctor's office (A leg), from the doctor's office to the drug store (B leg), and then from the drug store back to your home (C leg).

First, you will enter the Pick Up and Drop Off location for Trip Leg "A." Fields that must be entered are marked with a * star.

Enter the Trip Leg A Pick Up Location

You can use your home address as the pick-up location. You can enter a new address or look up the address of your school, a hospital, doctor's office, or other facility.

1. Select the Pick Up address.
   - If your home address is on file with LogistiCare, it displays in the Pick Up address.
   - If your address is not on file, click the Edit or Look Up Address button.
Using the Address Look Up

You can use the Look Up to find a location by name, to look for locations you have gone to in the past, or to search for an address.

Name Search

Enter the first word or part of the name of a facility or clinic. For example, you can enter "Cit" to find all facilities that start with those letters, such as Citizens Clinic and City Hospital. Click Search to find the matching locations.

When you find the correct location, click the button next to the name to select it, and then click OK to put that location into the trip leg. If you cannot find the location, click Cancel and then retry your search.

Recent Locations

The list of recent locations will show locations where you have traveled before. If you had a ride to Central City Hospital last month, Central City is listed as a recent location.

When you find the correct location, click the button next to the name to select it, and then click OK to put that location in the trip leg. If you cannot find the location, click Cancel and then retry your search.

Address Search

If you cannot find a location by name, or if you need to enter your home or other residential address, you can use the Address Search.
Enter the exact address of the facility or residence. Be sure to use the correct street name and include St, Ave, etc. When you find the correct location, click the button next to the name to select that location, and then click **OK** to put that location into the trip leg.

If the address is not found, you can still use that address entered in the trip leg. Click the button to use this address, and then click **OK**. The address is entered as the location for this part of the trip leg.

After you select the address, continue to complete the location information.

2. Enter any Building or Apartment number.
3. Enter the **Phone** number at this location.
4. Enter the Requested Pick up Time. This is optional. Normally, LogistiCare calculates the time it takes to get to your appointment and tells you what time you will be picked up.
5. Enter any Special Instructions for the driver. This may include information about assistance you will need, directions to locate your residence, or other information you think the driver should know before coming to pick you up.
6. Click **Continue** when you have finished this page and are ready to enter the drop off information. A red message displays next to any fields that need to be entered or corrected.
Enter the Trip Leg A Drop Off Location

The information you enter on for the Drop Off location is like the information for the pick up location.

1. Select the location by clicking the **Use Home Address** button or the **Edit or Look Up Address** button.
2. Enter any Building or Apartment number.
3. Enter the **Phone** number at this location.
4. Enter the *appointment time*. Enter the exact time, and then click AM or PM.
5. Enter any Special Instructions for the driver. This may be information such as the entrance to use or anything else that the driver should know.
6. Enter the doctor’s name, first name and then last name (John Jones) if you are seeing a specific doctor.
7. Click **Yes** if this is a round trip, and you want to be picked up at this location and returned to your home or original location after your appointment.
8. Click **No** if you will be not be going to back to your original location. For example, if you are staying at a hospital overnight or you need to go to another location after this appointment (going to the drug store, for example.)
9. Click **Continue** when you have finished this page and are ready to continue. If this is a round trip or if you will be going to more than one location, you will enter the other trip legs. If you are only going one way and don’t need a ride back, you are ready to review your request.

Enter Additional Trip Legs

If you are making a round trip or making more than one stop, you must enter the additional trip legs.

Round Trip?

If this will be a round trip, the pick up and drop off locations for Trip Leg B will automatically use the information you have already entered.

The Pick Up location for Trip Leg B will be the same as the drop off location of the previous leg. For example, if you are going from your home to the hospital and then returning home, the pick up location for this leg will be the hospital and the drop off location will be your home.

At the bottom of the page, you can see the trip legs for your round trip.

- To make any changes or corrections, click the **Edit** button for the trip leg. This opens the trip leg page so you can make your changes.
- To remove a trip leg, click **Remove**. A message makes you confirm that you want to remove the trip leg.
- If everything is correct, click **Continue** to go to the trip review.
Additional Locations

If you will be going to multiple locations or not returning to the original pick-up location (not a round-trip), you will need to enter each extra leg for your trip.

After you enter the A leg, you can add another leg or complete your trip.

- Click Edit if you need to make any changes to Trip Leg A.
- Click Create a new trip leg to add another leg on the trip.
- Click Review Reservation if you do not need another trip leg and are ready to finish your request.
Complete the Additional Trip Legs

The information entered on the additional trip legs is very similar to the information you entered on Trip Leg A.

- You must select a location and enter the telephone number if it does not prefill.
- You must enter the Requested Pick up Time or select Will Call for Pick Up for the pick up location. Will Call is pre-selected on round trip requests.

  If you select Will Call, then you cannot enter the Appointment Time for the Drop off location.

  If you enter the Requested Pick up Time, then you can enter an Appointment Time for the Drop Off location, but the appointment time is not required.

Click and check the Next Day check box if the pick up time will be on the next day, for example, if the appointment is at 9:00 PM and you need to be picked up at 2:00 AM the next day.

Click Continue to move through the trip legs and enter the rest of the trip information.
Review the Trip Leg Details

When you have entered the trip legs, you review the details you have entered and make any changes that are needed.

Click the **Edit** button to open the Trip Leg and make any changes to the Pick Up or Drop Off information. Click the **Remove** button to remove a trip leg. You cannot remove the first trip leg, because you must always have at least one leg.

Click **Create a new trip leg** to add another trip leg.

Click **Review Reservation** to continue.
**Review and Accept**

The final step is to review your trip request and verify that it is correct. Use the scroll bar on the right side of the page to view all of the request.

The request summary shows the following information:

- Date of Service, Member Name, and Member Number
- Eligibility questions and the answers you entered
- Transportation Services questions and the answers you entered
- Trip information you entered as part of the Reservation Request
- Trip Leg details
Click the **Edit** button to make changes to the reservation information or the trip legs. You cannot change the member, service, or eligibility information. If this information is not correct, you must enter a new request.

Click the box to confirm the information you entered is true, and then enter your name (First Name Last Name). Click **Submit Request** to send your request to LogistiCare for processing.

After you submit your request, you will receive your confirmation.

You can click the underlined request number to view and print your Reservation Request Details.

When LogistiCare has processed your request, you will receive an email notifying you that the status has changed. You can track the status of your reservation requests on the My Reservations page.
Viewing Your Reservation Requests

The **My Reservations** page shows the reservation requests you have submitted to LogistiCare.

Click **My Reservations** on the Reservations menu to search for reservations.

### Viewing your Reservations List

On the My Reservations page, you can select a member and status to see the list of reservations. If you opened the page by clicking the member name or number of trips shown on the home page, that selection is used to pick the reservations that are displayed.

If you want to change the list or if you did not use the home page links to open the page, follow these steps to view your reservations.

1. Select the **Member** from the list. If you have only one member, that name displays when you open the page.

2. Select the **Request Status** of the reservations you want to see. The default setting is **All**, which will show all of your future reservations. The other options are:
   - All
   - Trip Requests Pending Review
   - Denied Trip Requests
   - Trip Requests that Require More Information
   - Scheduled Trips

3. Click **Search for Reservations**.
The Reservation list shows all of your requests for today and in the future. You cannot see reservations you made for dates in the past.

You can use the **Sort by** options to sort the list by trip date, drop off or pick up location, request number, or confirmation number.

The information shown for each request includes:

- **Date of Trip.** The appointment date when you need transportation.
- **Request #.** The Request Number assigned when you submitted your request to LogistiCare for processing.
- **Confirmation #.** The reservation Confirmation Number assigned when the Call Center processes your request and schedules your reservation.
- **Pick Up Time.** The time assigned by the Call Center when you will be picked up. Please be ready and waiting at least 15 minutes before the pick-up time.
- **Appt Time.** The appointment time indicated on your request.
- **Pick Up Location.** Where you will be picked up for the first leg of the trip.
- **Dropoff Location.** Where you will be dropped off for the first leg of the trip.
- **Status.** The current state of the reservation. A reservation may be:
  - **Pending.** You request has not been processed by LogistiCare. You can change or withdraw a pending request.
  - **More Information Needed.** The request has been returned from the Call Center because more information is needed. Notes from LogistiCare will tell you what information is needed. You can change the request and resubmit it for processing.
- **Scheduled.** The request has been scheduled as a reservation.
- **Change Pending.** The reservation was approved but a request you entered to change the reservation has not been processed by LogistiCare.
- **Cancel Pending.** The reservation was approved but a request you entered to cancel the reservation has not been processed by LogistiCare.
- **Denied.** The request for transportation was denied by LogistiCare.

When your reservation is scheduled by LogistiCare, you see the Confirmation number instead of the Request number, the status is Scheduled, and you can see your scheduled Pick Up Time.

The page shows up to 10 requests. You can use the buttons at the bottom of the page to move forward and back through the pages. You can see the total number of requests in the list at the bottom of the page.

Click the **View Request** button to open the trip details page, which shows all of the information about your trip request.

**Viewing Your Reservation Details**

The details page shows the member and trip information for your request. Depending on the status of your reservation, you can edit or withdraw a pending request, or change or cancel a scheduled reservation. These options will be shown at the top of the page if they are available.

You see the **Request Number** for pending reservations or the **Reference Number** for a scheduled reservation. The scheduled **Pick-Up Time** for approved reservations is shown in the trip leg section.

Use the Print button to print a copy of your reservation. The request details are divided into 3 sections. Click the header bar to open or close a section.

- **Member Information** shows the details about you or the member taking the trip, including the member ID, name, date of birth, insurance type, and transportation information.
• **Trip Legs** shows the trip details for each leg of the trip. This includes the pick up and drop off locations, pick and appointment times, and any special instructions.

![Trip Leg Screenshot]

• **Trip Details** shows additional information about your trip, including any additional passengers who will be traveling, the reason and type of appointment, and other information that may be needed to provide you with the most appropriate transportation.

![Trip Details Screenshot]
If a request was rejected because more information is needed, the comments entered by the Call Center are shown at the top of the reservation details.

![Reservation Details](image)

**Important Information**

Need more information about reason for treatment

**Member Information**

CANDACE L DAVIS | Service Date: 3/1/2015

**Trip Legs**
Changing a Request

You can change a pending request before LogistiCare processes it.

You cannot change:
- The member
- Date of service
- Answers to Eligibility questions
- Answers to Transportation Services questions

If you need to change any of these, you must withdraw this request and enter a new request with the correct information.

To change your request:

1. Find the request on the My Reservations page and click View Request to open the trip details page.
2. Click the Edit button to open the Reservation form.
3. Make your changes to the general information:
   - Contact Phone Number
   - Escorts
   - Appointment Information
   - Comments
4. Click Continue.
5. Edit the trip legs. You use the same steps as when you are entering a new request.
   - Click the Edit button to re-enter information about a leg.
   - Click the Remove button to remove a trip leg.
   - Click Create a new trip leg to add a new leg.
6. Click Review Reservation to see the changes you made.
7. Click the check box and enter your name to confirm that the information is true and accurate.
8. Click Submit Request to resend your request to LogistiCare.
9. The Confirmation page shows the same request number. The number does not change because LogistiCare has not processed your request yet.
10. You can use the link to open the trip details page and print a copy of your request.
Withdrawing a Request

You can withdrawal a pending request. When you withdraw the request, it is never processed by LogistiCare and is removed from your request list.

To withdraw your request:

1. Find the request on the My Reservations page and click View Request to open the trip details page.
2. Click the Withdraw button at the top of the details page.
3. At the prompt, click OK if you want to remove this request before it is processed by LogistiCare. Click Cancel if you do not want to withdraw the request.
4. After your request is withdrawn, click OK when you receive the confirmation message

When you return to the My Reservations list, the request is not shown in the list.
Changing a Reservation

You can request a change to a scheduled reservation by sending a note to the Call Center. You need to give advance notice to change a request, usually 2 to 3 days. If you are not sure that you have enough advance notice, please call your LogistiCare Call Center.

To change a reservation:

1. Find the reservation on the My Reservations page and click View Request to open the trip details page.
2. Click the Change button.
3. Enter the change you need in the space provided.

4. Enter the phone number where you can be reached if there are questions about your change request.
5. Click the check box and enter your name to confirm that the information is true and accurate.
6. Click Submit Changes to send your changes to LogistiCare.
7. The confirmation page shows the new Reference Number and the changes you entered. The status is Change Pending until the Call Center processes your request. If you open the Reservation Request Details, your changes are shown in the Comments section.

When LogistiCare processes the change, the status changes back to Scheduled. You will receive an e-mail from LogistiCare saying that the status has changed.
Canceling a Reservation

You can cancel a scheduled reservation by sending a note to the Call Center. You need to give advance notice to cancel a request, usually 2 to 3 days. If you are not sure that you have enough advance notice, please call your LogistiCare Call Center.

To cancel a request:

1. Find the reservation on the My Reservations page and click View Request to open the trip details page.
2. Click the Cancel button.
3. Click to select an option. You can cancel the entire reservation or you can cancel individual trip legs.

If you cancel a trip leg, you must select the trip legs to cancel.

4. Enter the reason in the space provided.
5. Enter the phone number where you can be reached if there are questions about your request.
6. Click the check box and enter your name to confirm that the information is true and accurate.
7. Click **Submit Changes** to send your changes to LogistiCare.

The status of your reservation will be **Cancel Pending** until the Call Center processes your request. The request will not be shown in the My Reservations list after LogistiCare cancels it.

If you cancel a trip leg, the status changes back to Scheduled, and you will receive an e-mail that the status has changed. The confirmation page will show a new Reference Number for your request.
Managing Your Profile

You may need to change your password, correct information in your account, or update your list of members.

From the My Profile menu, you can choose a link to:

- Manage Password when you need to update your password
- Manage Challenge Questions to update your security questions and answers
- Manage My Profile to verify or update your account information and to keep your e-mail address current
- Manage My Members to add or remove members from your member list

Managing Your Password

You can change your password at any time. If you think someone has your login information, change your password immediately. Never share your login information with anyone.

You must change your password every 3 months. You will receive a message from LogistiCare that your password is going to expire, and how many days until it expires. If you do not change your password before the expiration date, you are sent to the Change Password page automatically when you try to log in to the system.

To change your password:

1. Select Manage Password from the My Profile menu to open the Change Password page.

2. Enter your current password in the Old Password field.
3. Enter your new password in the New Password and Confirm Password fields. You must follow these rules:
- You cannot reuse your current password or any of your 5 previous passwords.
- Your password must be at least 8 characters long.
- Your password must contain characters from 3 of the following 4 groups:
  - Uppercase letters A-Z
  - Lowercase letters a-z
  - Numbers 0-9
  - Special characters ~ ! @ # $ ^ & * ? , . : _

4. Click Submit to save your new password, or click Cancel to close the page without changing your password.

**Resetting Your Forgotten Password**

If you forget your password, LogistiCare can send an email with a link to reset your password. The email is sent to the address listed in your user profile.

If you forget your password:

1. Click **Forgot Your Password?** in the Log In window to open the Forgot Password window.

2. Enter your **E-mail** address that you use for your login.

3. Enter the characters you see in the picture in the **Characters** field and then click **Continue**. The image is used to distinguish a real person trying to validate the account from a computer attempting to defraud the system.
If you have difficulty reading the characters, you can click the change button to display a new image.

Click the speak button to have the characters read to you. If you are using a screen reader, you may need to silence the reader while the characters are read to you.

4. Enter the answers to the Security Questions and then click Submit. (The questions shown here are examples. The questions you see will be based on the challenge questions you answered when you set up your account.)

5. Click Back to Login when you receive the message that the email message was sent.

Use the link in the email to open the Reset Password page and enter your new password. The link is valid for a limited time, usually 2 hours, before it expires.
Managing Your Challenge Questions

Challenge questions are a security feature that are used if you need to reset your password. You must answer at least 4 of the questions.

To enter or modify the answers to the challenge questions:

1. Select **Manage Challenge Questions** from the My Profile menu.

2. Enter your answers to the questions.

3. Scroll to the bottom of the page and then click **Submit** to save your changes. You will see a notification that the answers to your challenge questions were updated.
Updating Your Profile

You may need to update your profile to change your e-mail address.

To update your profile:

1. Select **Manage My Profile** from the My Profile menu to open the Update Profile Information page.
2. Check your current information. Click **Edit** to open the rest of the page and change your information.

3. In the section that opens at the bottom of the page, you can:
   - correct or update your **name**
   - correct or update your **e-mail address**

To change your e-mail address, you must enter the information and then re-enter it to confirm it.

If you change your **E-mail Address**, the address you enter will be verified before it is changed. After the change is verified, you must use the new e-mail address to log in to the web portal.
4. Click **Update Information** to save your changes, or click **Cancel** if you do not want to change your profile.

If you changed your name, you see a message that your profile has been updated. Click **Done** to return to the Home page.

If you changed your e-mail address, you will receive an e-mail from LogistiCare with instructions on how to verify your new e-mail address. Click the link in the e-mail message to open a web page that confirms your e-mail was changed. Click **Go to Log In** to continue.

**Remember to use your updated e-mail address when you log in.**
Adding or Removing Members

You can add or remove a member from your member list. Select Manage My Members from the My Profile menu to open the page.

To remove a member, click and highlight the member name in the list. Then, click Remove Member. At the prompt, confirm that you want to remove this member from your list.

To add a member, complete the fields with the information about this member. All of the information is required to add a member to your list.

- **Member Number** shown on the Medicare, Medicaid, or insurance card
- **Date of Birth**
- **First and Last Name** as shown on the member's insurance card
- **State** where the member lives
- **Insurance Type** selected from the list of agencies and carriers
- **Relationship to Member** that describes how you are related to the member or why you are requesting trips for this member

Click Add Member to add this member to your list.
Frequently Asked Questions

Who is LogistiCare and what do they do?
LogistiCare Solutions is the company that arranges non-emergency medical transportation. LogistiCare provides this web portal and operates a Call Center to arrange transportation for members.

What is this web portal for?
You can use the Member Services Web portal to request rides without calling the LogistiCare Call Center.

Can I use this portal if I have an emergency?
No. If you have a medical emergency, call 911.

When can I request a ride?
Generally, you must enter your request 5 days before your appointment. You can schedule a ride up to 30 days in advance.

How will I know if my request is approved?
You will receive an e-mail telling you that the status of your online request has changed. Your reservation request will be changed to the Scheduled status.

What time will I be picked up?
LogistiCare will determine the time you should be picked up so that you will get to your appointment on time. The Pick-up Time is displayed on the My Reservations list and in the Reservation Details.

What if my ride is late?
If your ride is more than 15 minutes late, please call the "Where’s My Ride?" line.

What kind of ride will be provided?
LogistiCare uses the information you enter to decide what kind of vehicle to use for your ride.

What if I need to change my request?
You can change your request or reservation using the Member Service Website if you have enough advance notice. If the trip is within 2 business days, call your LogistiCare Call Center.

How do I make a complaint?
Please do not confront the driver about problems with your transportation. Report any problems to LogistiCare by calling the Where’s My Ride number or using the service form at LogistiCare’s WeCare website.

Where can I get more help?
If you need technical support or have questions about this website, please call our technical support line at (866) 402-5752. If you need help making a new reservation or changing a reservation, please call your LogistiCare Call Center.