

Welcome to Your Member Services Web Portal

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



Before You Begin

If you have not requested a reservation from LogistiCare before, please contact the LogistiCare Call Center to make this first trip reservation. After you've made this request by telephone, you will be able to use this web portal for future transportation requests.

What You Will Need Register

To register for the site, be sure you have:

- Your **E-mail Address** that LogistiCare can use to contact you about your requests.
- The **Insurance information** for the member, including the member number.
- The **Date of Birth** of the member.

Create Your Account

You must self-register to use the LogistiCare Member Services web portal. In the first step, LogistiCare verifies your e-mail address.

Click the Log In/Register button and then click **Create My Account** to open the Pre-Register page.

<h3>Sign In</h3> <input type="text" value="User Name"/> <input type="password" value="Password"/> <input type="button" value="Log In"/> Need log in help? Forgot your password?	<input type="button" value="Log In / Register"/> <h3>New Member</h3> <p>New to LogistiCare? Create an account to get started today.</p> <input type="button" value="Create My Account"/>
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Confirm Your E-Mail Address

We use the information you give us on the Pre-Register page to verify your e-mail address.

Pre-register

Enter your details below, then click on Continue for further instructions.

*** Required Fields**

<input type="text" value="*First Name:"/>	<input type="text" value="*Last Name:"/>
<input type="text" value="*E-mail Address:"/>	<input type="text" value="*Confirm E-mail Address:"/>

*I have read and agree to the [Terms And Conditions](#)

1. Enter your **First Name** and **Last Name**.
2. Enter the **E-mail Address** where you want to receive messages from LogistiCare.
3. Enter it again to **Confirm** your e-mail address.
4. Click the **check box** to show that you have read and agree to LogistiCare's Terms and Conditions.
5. Click **Continue** to send your information to LogistiCare.
6. You receive a message that an e-mail contain further instructions has been sent to your e-mail address. Click **Done** to complete the pre-registration.

Pre-register

<input type="text" value="Dave"/>	<input type="text" value="Davies"/>
<input type="text" value="cdavies@email.com"/>	<input type="text" value="cdavies@email.com"/>

*I have read and agree to the [Terms And Conditions](#)

An e-mail has been sent to **cdavies@email.com**
 Check your e-mail for further instructions.
 If you don't see the e-mail, check your junk e-mail folder.

Enter Your Member Information

You will receive an email from LogistiCare that has the subject **LogistiCare Registration Instructions**. If you do not see the e-mail from LogistiCare in your Inbox, check your "junk" e-mail folder.

The e-mail contains a link that is valid for about 2 hours. If you do not finish your registration during this time, you will have to start over and begin your pre-registration again.

Click the link in the e-mail, or copy and paste the link in the address bar of your web browser to open the **Verify Member Information** page.

Verify Member Information

You were sent here because you clicked on a system generated e-mail link. Fill out the rest of this form to complete your registration.

<input type="text" value="Member Number"/>	<input type="text" value="*Date of Birth"/>
<input type="text" value="Member First Name"/>	<input type="text" value="Member Last Name"/>
<input style="text-align: right; font-size: small; color: #ccc; border: none; border-bottom: 1px solid #ccc;" type="text" value="Select State"/> >	<input style="text-align: right; font-size: small; color: #ccc; border: none; border-bottom: 1px solid #ccc;" type="text" value="Select Insurance Type"/> >
<input style="text-align: right; font-size: small; color: #ccc; border: none; border-bottom: 1px solid #ccc;" type="text" value="Select Relationship"/> >	

Cancel
Find Member

Enter your member information. This may be your own information or it may be for someone in your family or other people that you will make reservations for.

1. Enter the **Member Number** that is on the Insurance, Medicare, or Medicaid card.
2. Enter the **Date of Birth**. You only need to enter the number. For example, enter 06061971 for June 6, 1971.
3. Enter the **First** and **Last Name** as shown on the Insurance, Medicare, or Medicaid card.
4. Select the **State** where the member lives.
5. Select the **Insurance Type**. Review the list carefully and then select the Insurance, Medicare, or Medicaid provider. The name may have the state abbreviation added in front. For example, NJ Healthcare Provider for an insurance company in New Jersey. If you do not see your insurance type, contact your LogistiCare call center.
6. Select your **Relationship** to the member. How are you related to this member? If this account is for you, choose Self. You might be this person's Daughter or Mother, or a Volunteer who helps them.
7. Click **Find Member** to submit this information.

It may take a few moments to verify the member information. When the member is found in the LogistiCare system, the rest of the registration page opens. You need to:

- complete your **account information**
- enter the answers to at least **4 challenge questions**
- enter the **image characters** for security

! Be sure to **scroll all the way to the bottom of the page** to enter all of the information and complete your registration.

Set Up Your Account

You can choose your user name and password. Be sure to follow the rules when you enter your password.

Member Found. Continue with the sign up process.

Type in the requested details below to complete the sign up process.

Complete Registration

First Name: Dave | Last Name: Davies

E-mail Address: cdavies@email.com

*User Name | *Contact Phone Number

Password Strength Description

Enter the new password you would like to use. The new password must be at least 8 characters and must contain characters from three of the following four character sets: **upper case letters**, **lower case letters**, **numbers** or **special characters**. Special characters are any of the following characters: ~ ! @ # \$ ^ & * ? , . : _

*Password | *Confirm Password

1. Enter the **User Name** you want to use for the site.
2. Enter your **Contact Phone Number** including the area code. Enter only the numbers without any spaces or separators. For example, enter 2055551234.
3. Enter and confirm your **Password**. Your password must be at least eight (8) characters long. It must contain characters from 3 of these 4 groups:
 - Uppercase letters (**A to Z**)
 - Lowercase letters (**a to z**)
 - Numbers (**0 to 9**)
 - Special characters ~ ! @ # \$ ^ & * ? , . :
4. Answer the **Challenge Questions**. You must enter the answer to at least 4 questions. These questions are used if you forget your password.

***Challenge Questions**

In case you forget your password and need it reset, you will be prompted to answer three security questions. Please specify an answer to at least four of the questions below. Security questions will be randomly presented to you when you attempt to reset your password.



In what city did you meet your spouse/significant other?

In what city does your nearest sibling live?

In what city would you like to live?

Which year were you born?

Who is your favorite author?

VVK1M8A  

*Enter the characters from the image above

5. Enter the **characters** exactly as you see them in the box at the bottom of the page. You may need to scroll down to see the box.

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.



6. Check to make sure all of the information is correct and then click **Complete Signup**.
7. When you see the Registration Successful message, click **Continue to login** to log in to the site and enter your reservation requests.

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 reservations.
- To log in to the portal, enter your **User Name** and **Password** and then click **Log In**. Your User Name and Password are **case sensitive**.
- If you cannot remember your Password, click **Forgot your password?** to reset your password.
- Be sure to log out when you are finished, especially if you are sharing a computer. Click **Log Out** to finish your session.