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Dear Medical Facility,

LogistiCare continues to monitor the COVID-19 pandemic as it begins to impact states and local communities around the country, including many markets we serve. We have established a COVID-19 response team that is meeting daily and includes key members of our executive leadership team. We are also providing updates to all of our Medicaid Agency and Managed Care Plan clients and network transportation providers, often daily, as our business continuity and disaster recovery plans evolve to best address enterprise-wide issues and local situations caused by the global pandemic. As a medical facility treating the patients we help to transport, it is critical that your organization and ours work together during these unprecedented times to help the most vulnerable continue to receive the critical medical care they need.

LogistiCare also conducted surveys with Directors of Nursing at a host of medical facilities to obtain feedback and best practice disaster recovery procedures to ensure that our transportation provider communication and directives are aligned with our healthcare provider community.

First and foremost, our plans and protocols to maintain non-emergency medical transportation services are aligned with guidance from the Centers for Disease Control and Prevention. As those guidance change, we will modify our plans and protocols accordingly. We also recognize that the many members we serve – your patients - are at higher risk due to their age and underlying medical conditions. Therefore, we will strive to always err on the side of caution during this crisis when the health and wellbeing of any of our members are concerned.

The following is a summary of our activities and plans to date:

Member Engagement:

- In accordance with CDC guidance, members with confirmed or presumptive COVID-19 infection due to exposure or recent travel history must be transported by an ambulance. Unless otherwise directed by the state, LogistiCare will arrange transportation if ambulance service is a covered level of services under the member's plan, or we will refer the member to their health plan if ambulance is not covered under their NEMT benefit. In either case they will NOT be transported by routine NEMT service.
- We will arrange solo-rides (not multi-loaded with other members) for any members identified with other risk factors for exposure as defined by the CDC.
- We are asking members to reconfirm their medical appointments prior to each NEMT trip as we are now encountering significant cancellations of non-urgent appointments by medical providers without notice to the member.

Transportation Provider Community:

- Our network of transportation providers has been provided CDC guidance for vehicle sanitation. We are implementing regular communications with transportation providers to reinforce repetitive cleaning of vehicles.

- In lieu of member signatures we will institute temporary alternative methods to verify each trip is completed to limit the physical exchange of pens, paper and/or electronic devices.
- We are continuously monitoring transportation network capacity to track driver and vehicle availability.
- If necessary, we will triage trips in consultation with medical providers to prioritize life-sustaining and critical services (e.g. dialysis, chemo, etc.), and will work with other members to reschedule non-critical trips.
- Based on healthcare facility feedback we are asking transportation providers and drivers to minimize any hand-to-hand contact or door-through-door delivery of members as many medical facilities attempt to maximize social distancing between patients and visitors such as NEMT drivers.

Medical Facilities:

- We ask that medical facilities provide us, in advance, with any special information required to transport patients to their sites.
- We ask that facilities communicate site closing and anticipated duration. This is critical in order to avoid dispatch of limited NEMT resources to transport members to a closed facility.
- Please notify us if your facility IS NOT conducting in-person COVID-19 evaluation or testing to avoid unnecessary trips to and from medical sites that are not accepting members seeking those services.

We will continue to provide you with updates as they develop, and we ask that you do the same with us. We also extend our sincerest hope that you, your colleagues, family and loved ones remain unaffected.

Take care,



Dan Greenleaf
Chief Executive Officer

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