



The slide features the ModivCare logo at the top, followed by the TUFTS Health Plan logo and the title 'TRANSPORTATION SERVICES OVERVIEW'. Below the title is the date 'September 2020 (Rebranded to ModivCare in January 2021)'. The footer contains the ModivCare logo and the text 'ModivCare Inc. - Confidential & Proprietary'.

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 TUFTS
Health Plan

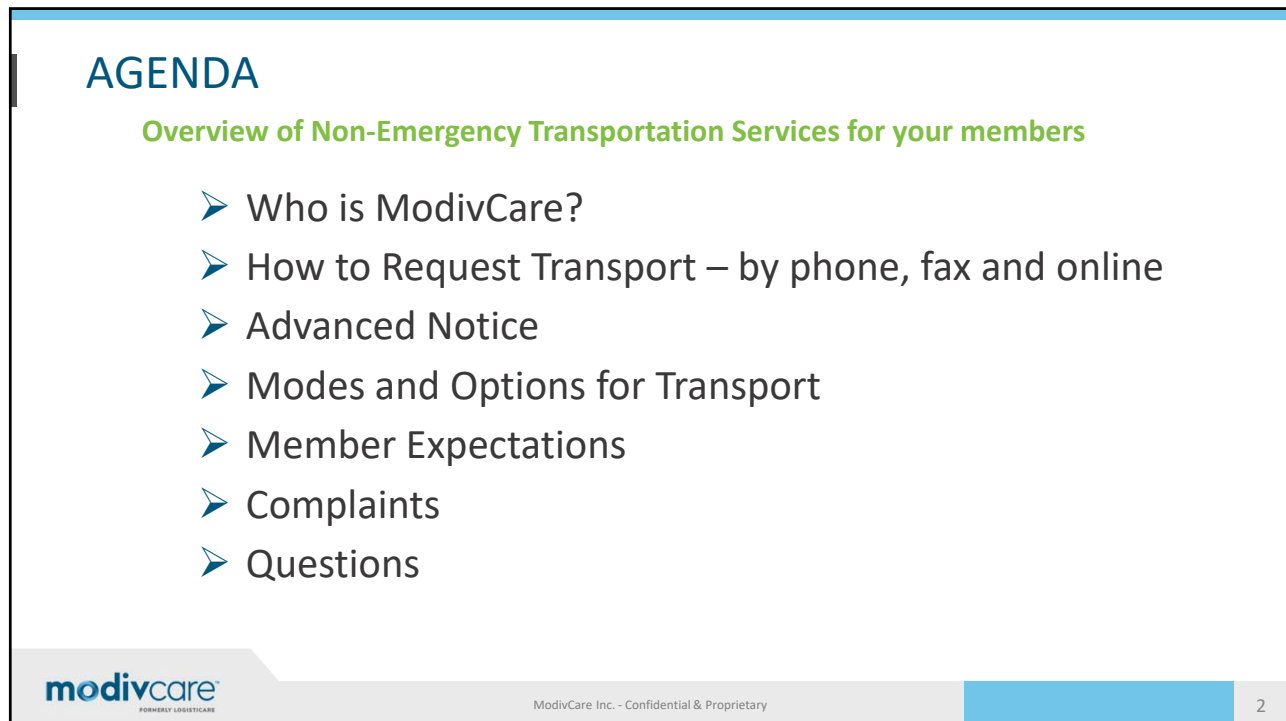
TRANSPORTATION SERVICES OVERVIEW

September 2020 (Rebranded to ModivCare in January 2021)

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The slide is titled 'AGENDA' and lists seven items: 'Overview of Non-Emergency Transportation Services for your members', 'Who is ModivCare?', 'How to Request Transport – by phone, fax and online', 'Advanced Notice', 'Modes and Options for Transport', 'Member Expectations', 'Complaints', and 'Questions'. The footer contains the ModivCare logo and the text 'ModivCare Inc. - Confidential & Proprietary'.

AGENDA

Overview of Non-Emergency Transportation Services for your members

- Who is ModivCare?
- How to Request Transport – by phone, fax and online
- Advanced Notice
- Modes and Options for Transport
- Member Expectations
- Complaints
- Questions

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Who is ModivCare?

Tufts Health Plan contracts ModivCare to manage the non-emergency transportation benefit their Senior Care plan offers, including

- **Contact Center Services that are**

- ✓ taking reservations for transportation
- ✓ Screening requests to be sure they fall under covered services
- ✓ Recording, tracking and reporting received data to United Healthcare,
- ✓ Examining, reporting and taking action on any quality concerns.



- **Recruiting and managing network of transportation providers who are**

- ✓ local, commercial, non-profit and public transportation companies
- ✓ continuously monitored for quality, safety, reliability and timeliness.

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Getting in touch



Contact methods include

- **Phone – for scheduling transport, changing reservations or asking questions about trips**
- **Online – Trip Manager portal used by staff or facility representatives to schedule or modify trips**
- **Fax – Standing Orders (reoccurring trips)**



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Requesting Transportation



Routine Reservations

Open Monday – Friday, 8:00 am to 5:00 pm EST
Closed Saturdays, Sundays, and national holidays

Transportation Services, Trip Recovery, Discharges, and Urgent Requests

Available 24/7/365



Who can request transportation?

- Members
- Member’s relative or legal guardian, or authorized representative
- Medical provider
- Care Plan Manager or Plan representative

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How to Contact Us by Phone



When a regular reservation request needs to be made...

Reservations - 855-251-7092

Toll free number to reserve transport.



When facilities or staff have complex or reoccurring trip requests...

Exceptions - phone 855-483-6530

Toll free number for Plan or Facility staff to reserve transport.
Often Standing Orders (reoccurring trips) or complicated trips.



When a ride is in progress or will be soon...

Ride Assistance – 855-251-7093

Toll free number to ask questions about a scheduled transport.
Also available as an option on the Reservation line.

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How to Contact Us Online or by Fax

Online Options

Members - <https://member-beta.logisticare.com/>

The Member Website walks a member through the process of registering online. Trips can be requested, modified and cancelled 24 hours a day, 7 days a week.

Facility and United Staff - <https://tripcare.logisticare.com/login>

The Tripcare Website requires registration with LogistiCare (see EDI form).

Trips for multiple members can be requested, modified and cancelled online.

PLEASE NOTE – Immediate changes or concerns must go through the Ride Assist line as there is a delay in online processing as requests go through an approval team during regular business hours.



Fax Options

866-428-1970 Fax forms available for single trips or standing orders.

Call the Exceptions line for access to specific forms or questions about fax orders.



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Notification Policy

To ensure proper trip assignment, we require **2 business days notice**, but this does **NOT include the day of the call**.

Business days include Monday-Friday, except on national holidays.



Courtesy Trips

If the member does not call with the required notice, LogistiCare will educate the member on the required notification process and schedule their transportation when possible. Members can use up to 3 courtesy trips for non-urgent appointments.



Urgent Trips

Requests under notice may be granted in some instances, such as

- Follow up visits after procedures
 - Discharges
 - Wound Care

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Modes of Transportation



Ambulatory

member can walk without assistance or with the aid of a mobility device.

Most common mode used



Wheelchair transfer

member uses a wheelchair but can transfer to a vehicle seat. Considered a type of ambulatory.



Wheelchair transport

member remains in wheelchair and cannot transfer to vehicle seat for transport.



Stretcher transport

member is transported on a stretcher from inside residence to inside facility on a stretcher with a team.



Non-emergency Ambulance

member is on a stretcher, but needs specific medical assistance during transport (such as oxygen monitoring)

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Additional Transportation Options



Non-Medical Trips

1 round trip per month (or 2 one-way trips) are available for non-medical trips of 20 miles or less with the 2 day notice required.



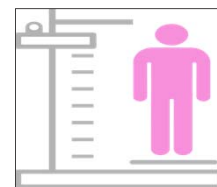
Door-to-Door

member may request light (not lifting or body moving) assistance between the vehicle and entrance way.



Lyft

may be used in a last resort situation for ambulatory trips, but is scheduled by LGTC, not member.



Specialized Bariatric Transport

Member's accurate height and weight may be requested to determine if special bariatric support is needed.



Member Escort

A friend, family member, or caretaker may accompany the member, but this request must be included in the reservation.

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What members can expect



- All service is **curb-to-curb**, except stretcher or door-to-door.
- **Door-to-door assistance** must be requested during the reservation, or driver will not know it is needed. Physical lifting or member advocacy are not available from drivers, so assistance cannot be clinical in nature.
- Members must have their **own mobility devices** (such as wheelchair or walker).
- **Thorough details** about pick up and drop off locations as well as **contact numbers** will help trips run successfully.
- **Pick up times** are a 30 minute window, except in Will Calls.
- If the appointment length is not known or could be delayed, a **Will Call** can be requested. A member/caretaker must contact LGTC to activate the return trip, which has a **1 hour window**.
- **Confirmation numbers** from reservations are helpful to retain for any calls about a trip.

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Complaint Process



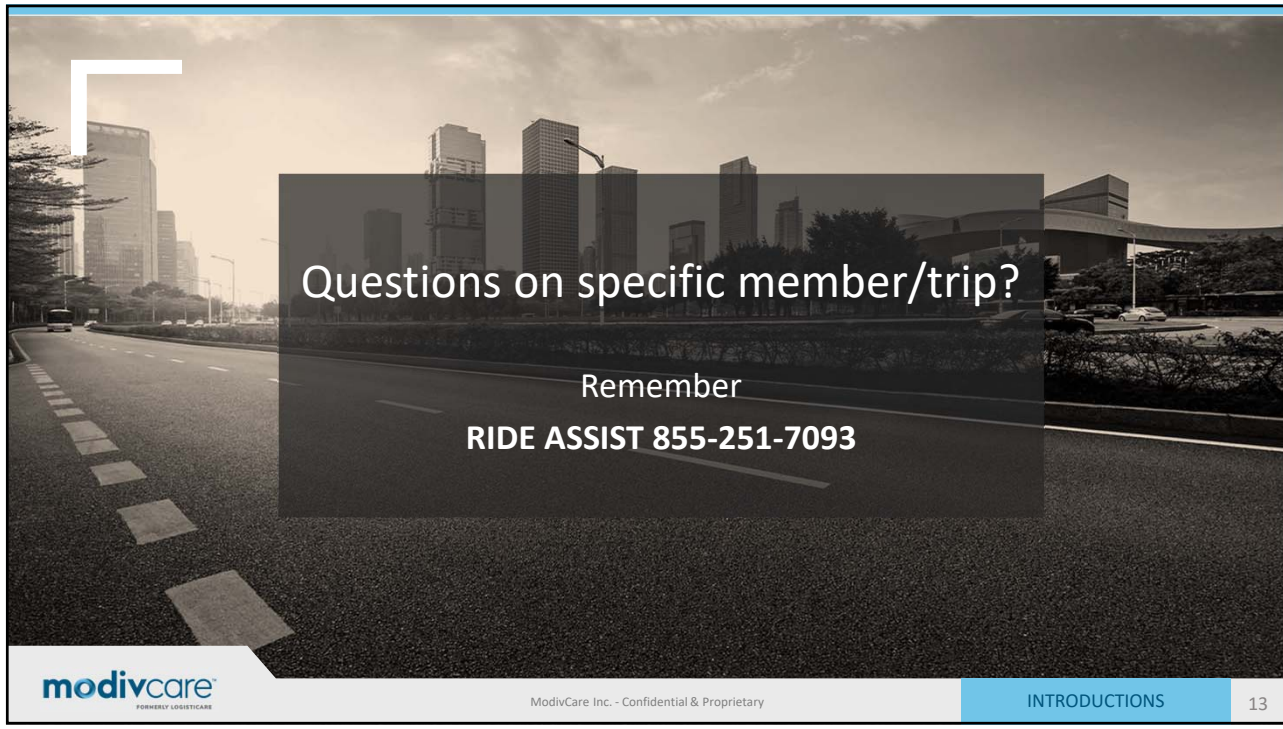
Usually received by phone, but may be escalated through management by email.

Our team tracks, researches and reports complaints through the Appeals and Grievances team, as well as reporting summaries monthly.

We do not contact members with results, as we are directed to communicate directly with Tufts Health Plan on complaints.

Our team uses complaint details/findings to look for ways to improve service by targeting the sources of the issues with research and tracking. Findings are shared with the management of Transportation providers, Contact Center Staff and any other teams as needed to address the found issues.

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Questions on specific member/trip?

Remember
RIDE ASSIST 855-251-7093

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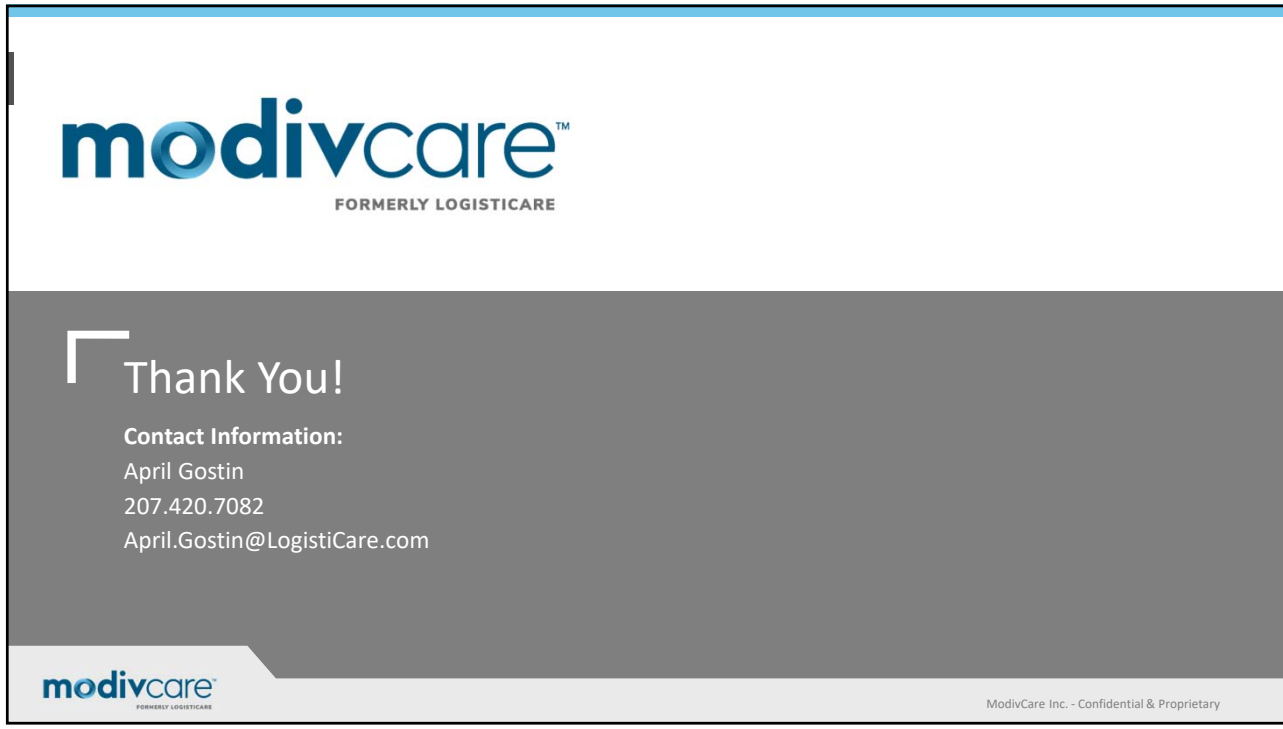
Questions on general services...
Let's discuss!

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The image shows a business card for ModivCare. The top half is white with the ModivCare logo (formerly LogistiCare) in blue. The bottom half is a dark grey color. On the grey background, there is a white L-shaped graphic followed by the text 'Thank You!'. Below this, the contact information for April Gostin is listed: her name, phone number (207.420.7082), and email address (April.Gostin@LogistiCare.com). At the bottom left of the grey section is a smaller ModivCare logo, and at the bottom right is the text 'ModivCare Inc. - Confidential & Proprietary'.

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