



Virginia Residential and Day Support Provider Reimbursement Program

1.0 PURPOSE:

To partner with our Residential and Day Support (Providers) to transport their LogistiCare Members to and from their treatment programs.

2.0 DESCRIPTION:

Residential and/or Day Support Providers can be reimbursed for providing transportation to Medicaid covered services for Members who reside at their residential sites or attend their day programs. There is flexibility in the program; as it can be set up short term, long term, and for selected Members. The Residential and/or Day Support Provider can inform LogistiCare of their inability to continue transporting at any time, and LogistiCare will work with the Residential and Day Support Provider to transition the transportation services to commercial Transportation Providers.

3.0 PROCEDURES:

3.1 Residential and/or Day Support Providers will contact LogistiCare to inform of their interest in providing transportation services for their Members.

3.1.1 LogistiCare will provide one point of contact to work with the Residential and/or Day Support Providers to maintain efficiency and standardization of information between the parties.

3.1.2 Tom Garnett, Health Care Manager, will serve as the contact for all Residential and/or Day Support Providers in VA and provide ongoing support and training. He can be reached Thomas.Garnett@Logisticare.com or by phone at 866.810.8305 Ext. 2533 or Mobile: 757.949.1718.

3.2 LogistiCare will email the required documents to the Provider, and arrange a virtual or in person meeting to discuss the process to transport, submit claims and establish the daily reimbursement rate.

3.2.1 The Residential and/or Day Support Provider will return the required documents to LogistiCare prior to the scheduled meeting and include a list of the Medicaid Members they intend to transport.

3.2.2 The Residential and/or Day Support Provider will identify the number of hours it will take to fulfill all transports in order to establish their required daily reimbursement rate.



3.3 During the meeting LogistiCare will review the completed documents, discuss and finalize the reimbursement rate, establish a start date, and schedule orientation and training.

3.3.1 LogistiCare will apply the appropriate hourly rate (see rate by County table below) to determine your rate per vehicle per day. This daily rate will be applied regardless of how long any specific trip will take and regardless of how many members attend that day.

Northern VA Counties \$40/Hour	Richmond/Tidewater \$35/Hour	All Other Counties \$30/Hour
Alexandria City Arlington County Clarke County Culpeper County Fairfax City Fairfax County Falls Church City Fauquier County Fredericksburg City Loudoun County Manassas City Manassas Park City Prince William County Rappahannock County Spotsylvania County Stafford County Warren County	Accomack Caroline Charles City Chesapeake Chesterfield Colonial Heights Gloucester Goochland Hampton Isle of White James City Mathews New Kent Newport News Norfolk Petersburg Poquoson Portsmouth Richmond City Richmond County Southampton Suffolk Surry Sussex Virginia Beach Williamsburg	

- 3.4 Daily Trip Logs must be completed accurately for payment processing. This includes documentation of the actual pick up and drop off times of the Members. The Residential and/or Day Support Provider will send their completed trip logs to LogistiCare's Claims Department following the payment schedule. Trip logs can be emailed, faxed, or mailed to the LogistiCare claims office for processing. Residential and/or Facility Providers can determine if they want to submit their trip logs daily, weekly, monthly, or a combination of the three. Once received, the LogistiCare Claims Department will process the claims and submit the payment based on the payment schedule and method for payment (i.e. direct deposit, hard copy check, or reloadable debit card).
- 3.5 TripCare and Web Portal Access and Training
 - 3.5.1 Residential and/or Day Support Provider will receive access to the TripCare Website in order to enter transportation reservations and standing orders online, and the Provider Web Portal to assist with managing transportation.
- 3.6 Orientation and Training will be scheduled and completed before the start date.
 - 3.6.1 LogistiCare has assigned one contact at their office to manage the new model in order to maintain efficiency and standardization of information between the parties. Tom Garnett, Health Care Manager, will serve as the contact for all providers in VA and will provide ongoing support including training. He can be reached at Thomas.Garnett@logisticare or by phone at Office: 866.810.8305 Ext. 2533 or Mobile: 757.949.1718