

**STATE OF ARKANSAS**  
**Department of Human Services**  
**Office of Procurement**  
**700 Main Street,**  
**Little Rock, AR 72201**

**Non-Emergency Medical Transportation Services**  
**(NET)**

***BID RESPONSE PACKET***  
***710-18-1025***

## BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	LogistiCare Solutions, LLC			
Address:	1275 Peachtree Street NE 6th Floor			
City:	Atlanta	State:	GA	Zip Code: 30309
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit			
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Women-Owned			
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Chris Echols	Title:	Executive VP of Administration and Operations
Phone:	404-888-5859	Alternate Phone:	404-888-5800
Email:	williams@logisticare.com		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.  <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.
<input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:


Authorized Signature: Will C. Echols Title: Executive VP of Administration and Operations  
Use Ink Only.

Printed/Typed Name: Chris Echols Date: September 28, 2018

## **SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.


By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

<b>Vendor Name:</b>	LogistiCare Solutions, LLC	<b>Date:</b>	September 28, 2018
<b>Signature:</b>		<b>Title:</b>	Executive VP of Administration and Operations
<b>Printed Name:</b>	Chris Echols		

## **SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.


By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

<b>Vendor Name:</b>	LogistiCare Solutions, LLC	<b>Date:</b>	September 28, 2018
<b>Signature:</b>		<b>Title:</b>	Executive VP of Administration and Operations
<b>Printed Name:</b>	Chris Echols		

## SECTION 3 & 4 - VENDOR AGREEMENT AND COMPLIANCE

- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

<b>Vendor Name:</b>	LogistiCare Solutions, LLC	<b>Date:</b>	September 28, 2018
<b>Signature:</b>		<b>Title:</b>	Executive VP of Administration and Operations
<b>Printed Name:</b>	Chris Echols		

# PROPOSED SUBCONTRACTORS FORM

*Do not include additional information relating to subcontractors on this form or as an attachment to this form.*

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

<b>Subcontractor's Company Name</b>	<b>Street Address</b>	<b>City, State, Zip</b>
Prescott/Nevada County Special Services	504 E 4 <sup>th</sup> Street North	Prescott, Arkansas 71857
Rainbow of Challenges	500 South Maine St	Hope, Arkansas 71802
Howard County Children's Center	1577 US-371	Nashville, Arkansas 71852
Columbia County Independent Living	217 N Jefferson St	Magnolia, Arkansas 71754
Ouachita Industries	157 Grindstead	Camden, Arkansas 71701
S & A Transport	223 Locust St.	Conway, Arkansas 72034
Unity Adult Care Center Inc.	223 Locust Street	Conway, Arkansas 72034
Ealy Transportation	930 WINGATE ST	Conway, Arkansas 72034
Compass Transportation	707 Robin St, Ste-800	Conway, Arkansas 72032
Compass Transportation	707 Robin St, Ste-800	Conway, Arkansas 72032
Divinely Connected Transportation	65 Oak Hill Rd	Greenbrier, Arkansas 72058
Touch of Care	707 S 1st St	Jacksonville, Arkansas 72076
Walker Courier Transport Service	9703 Lanehart Drive	Little Rock, Arkansas 72204
Professional Counseling Associates	3601 Richards Road	Little Rock, Arkansas 72231
Shane Wilson	1522 S Tyler St	Little Rock, Arkansas 72204
Persis Global Inc.	1224 W. 49th St.	North Little Rock, Arkansas 72118
North Hills Services	6900 North Hills Blvd	Sherwood, Arkansas 72116
Phillentia Beverly	9001 Trail Creek Ct	Sherwood, Arkansas 72120
Joes' Rent A Ride	17102 N Alexander Rd Lot 571	Alexander, Arkansas 72202
Jacksonville Senior Wellness	100 Victory Cir	Jacksonville, Arkansas 72076
Touch of care LLC	607 North 1st St, Suite 1	Jacksonville, Arkansas 72076
Guaranteed Expedite Service, LLC	5301 SOUTHBORO CT APT 1	Little Rock, Arkansas 72209
A&B Transportation	26 Villa Vista Loop	Little Rock, Arkansas 72204
Alice Lea	4710 Sam Peck Road, Apt. 2168	Little Rock, Arkansas 72223
Arkansas Enterprises for the Developmentally Disabled	105 E Roosevelt Rd	Little Rock, Arkansas 72206
BJ Transportation	12 Peach Tree St	Little Rock, Arkansas 72204
First Class Transportation	2510 Valley Park Drive	Little Rock, Arkansas 72212
KP's Transportation	3017 IZARD ST.	Little Rock, Arkansas 72206
LLACC Transportation	7101 W 12 <sup>th</sup> St	Little Rock, Arkansas 72215
ACTS-Affordable Christian Trans. Svs.	9510 Geyer Springs Road	Little Rock, Arkansas 72209
American Mobile Transportation	13011 Stacy LN	Little Rock, Arkansas 72223
Keenan Loring Sr.	3101 E Washington Ave	North Little Rock, Arkansas 72114
Med Royal Transportation, LLC	901 W 43rd St	North Little Rock, Arkansas 72118
Billy R Boykin	5301 McClanahan Dr., STE B5	North Little Rock, Arkansas 72116
Chariot Transportation Solutions, LLC	1100 E Kiehl Ave Ste 1A	Sherwood, Arkansas 72120

## PROPOSED SUBCONTRACTORS FORM


City of Sherwood Senior Citizens Ctr	2301 Thornhill Dr	Sherwood, Arkansas 72120
Caliber Care & Transport	309 SE Fullerton St	Bentonville, Arkansas 72712
North Arkansas Transportation Services	108 Sisco Ave	Harrison, Arkansas 72601
Eureka Springs Transit	137 Van Buren	Eureka Springs, Arkansas 72632
School of New Hope	308 11 <sup>th</sup> St	Yellville, Arkansas 72687
Rehoboth at Last, LLC	533 Caboose, Lane	Springdale, Arkansas 72764
Skylark Transportation	501 W Emma Ave Ste B	Springdale, Arkansas 72764
The Elizabeth Richardson Center	3917 South Old Missouri Rd	Springdale, Arkansas 72764
Life Styles	2590 W Sycamore St	Fayetteville, Arkansas 72707
LUVI Enterprises	1406 Ingram Street	Springdale, Arkansas 72764
The Community School	295 Mockingbird	Batesville, Arkansas 72501
Independence Co. Senior Citizen	1590 College Avenue	Batesville, Arkansas 72501
Arkansas Sheriffs Youth Ranches	100 St. Vincent Place	Batesville, Arkansas 72503
Arkansas Center for Independence	8149 Curtner Dr	Newport, Arkansas 72112
Van Buren Special School	3707 AR-95	Clinton, Arkansas 72028
The Sunshine School	901 Airport Loop	Searcy, Arkansas 72145
White County Aging Program	2200 East Moore Ave	Searcy, Arkansas 72143
Diamond Conveyance	418 E Booth Rd	Searcy, Arkansas 72143
North East Arkansas Transportation	2401 Fox Meadow Ln	Jonesboro, Arkansas 72401
Focus	504 Flint St	Jonesboro, Arkansas 72401
Medic One, LLC	3301 South Caraway Rd	Jonesboro, Arkansas 72403
Delta Medical Transport	3404 Philco St	Blytheville, Arkansas 72315
Medex Transport	114 West Cheryl	Osceola, Arkansas 72370
A Touch of Mercy, LLC	807 East St	Texarkana, Arkansas 71854
The Doni Martin Center	1506 N Park St	Pocahontas, Arkansas 72455
St Francis Area Developmental Center	217 N 5 <sup>th</sup> St	Forrest City, Arkansas 72336
Franklin County Learning Center	2397 Loop Road	Ozark, Arkansas 72949
Polk County Development Center	1410 Amsterdam St	Mena, Arkansas 71953
Yell County Special Service Center	418 N 7 <sup>th</sup> St	Ola, Arkansas 72853
D and B Transportation Services Inc.	96 Abigayle Loop	Morrilton, Arkansas 72110
Perry County Day Service Center	115 S Pine St	Perryville, Arkansas 72126
Phillip County Developmental Center	1221 Hwy 49	Helena, Arkansas 72390
Quapaw House Inc.	Quapaw House	Hot Springs, Arkansas 71914
The Evangelical Lutheran Good Sam Society-H.S. Village	121 Cortez Rd	Hot Springs, Arkansas 71909
South Central Arkansas Transit	722 Gaunt Street	Benton, Arkansas 72018
York W. Williams Child Development Center	519 E Speedway St	Dermott, Arkansas 71638
Jodie Partridge Center	1180 US-165	Dumas, Arkansas 71639
Pine Bluff Area Transit	2300 E Harding Ave	Pine Bluff, Arkansas 71611
Pine Bluff City Transit	2300 East Harding	Pine Bluff, Arkansas 71601
Arkansas Elder Outreach of Little Rock	10632 Hillary Ct	Baton Rouge, Louisiana 70810
Grove Transportation Co of MS LLC	1721 Hardy St	Hattiesburg, Mississippi 39401
Golden Transportation	1508 A Highway 62/412	Highland, Arkansas 72542
S&A Transport	223 Locust Ave	Conway, Arkansas 72034

## PROPOSED SUBCONTRACTORS FORM

TNT Transportation, LLC	4410 Highway 16	Elkins, Arkansas 72727
JJOV Transport	10211 Republic Lane	Little Rock, Arkansas 72209
Ready Transportation	401 P Lane	Alton, Missouri 65606
A&B Transportation	26 Villa Vista Loop	Little Rock, Arkansas 72204

**PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

By signature below, vendor agrees to and **shall** fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

<b>Vendor Name:</b>	LogistiCare Solutions, LLC	<b>Date:</b>	10/2/2018
<b>Signature:</b>		<b>Title:</b>	EVP of Administration and Operations
<b>Printed Name:</b>	Chris Echols		



**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

F-1

Failure to complete all the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

**SUBCONTRACTOR:**  YES  NO      **SUBCONTRACTOR NAME:** Identified on the Proposed Subcontractor Form      **Contractor for which this is a subcontractor:** LogistiCare Solutions, LLC

**Estimated dollar amount of subcontract:** 4,085,145

**TAXPAYER ID NAME:** LogistiCare Solutions, LLC      **IS THIS FOR:**  Goods?  Services  Both?

**YOUR LAST NAME:**      **FIRST NAME:**      **MI:**

**ADDRESS:** 1275 Peachtree Street NE, 6th Floor

**CITY:** Atlanta      **STATE:** GA      **ZIP CODE:** 30309      **COUNTRY:** UNITED STATES OF AMERICA

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

**FOR INDIVIDUALS \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: Member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? (i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.)	
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Relation
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

None of the above applies

**FOR A VENDOR (BUSINESS) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held (senator, representative, name of board/commission, data entry, etc.)	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Ownership Interest (%)	Position of Control
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>						
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>						
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>						
State Employee	<input type="checkbox"/>	<input type="checkbox"/>						

None of the above applies

\* NOTE: PLEASE LIST ADDITIONAL DISCLOSURES ON SEPARATE SHEET OF PAPER IF MORE SPACE IS NEEDED

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM F-2

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:  
***Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.***
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature Walter C. Ehl Title EVP of Administration and Operations Date October 2, 2018

Vendor Contact Person Chris Echols Title EVP of Administration and Operations Phone No. 404-888-5859

AGENCY USE ONLY

Agency Number	Agency Name	Agency Contact Person	Contact Phone No.	Contract or Grant No.
0710	Department of Human Services			0710-18-1025

## Equal Employment Opportunity Policy & Plan

LogistiCare is an equal opportunity employer, firmly committed to prohibiting discrimination in employment based on race, color, religion, sex, sexual orientation, national origin, citizenship, age, marital status, genetic information, disability, veteran status, gender identity and expression, or any other basis prohibited by law. The Company's Equal Employment Opportunity Policy applies to all terms and conditions of employment, including hiring, placement, training, compensation, promotion, termination, lay-offs, recalls, transfers, leaves of absence, working conditions, application of Company policies, and participation in Company-sponsored events.

The Company cannot address an issue unless it is aware of it. If you believe that you are being discriminated against, please immediately notify your supervisor or local Human Resources (HR) Manager, any member of the Corporate HR or Legal Departments, or any senior level manager. LogistiCare will not retaliate or otherwise take any negative action against you for making a discrimination complaint.

### **Anti-Discrimination Policy**

The Company is committed to providing a work environment that is free from unlawful discrimination. LogistiCare complies with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA). The Company will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of that person's physical or mental disability. Further, the Company will provide a reasonable accommodation to any qualified individual with a known disability unless providing the accommodation would impose an undue hardship on LogistiCare. To receive a reasonable accommodation, employees or applicants with disabilities must be otherwise qualified to perform the essential functions of the job.

If you feel that you may have a physical or mental disability under the ADA or ADAAA, please request a reasonable accommodation and provide the Company with all medical documentation necessary to verify your disability. You should make the request to the HR Department or to your immediate supervisor, who will convey the request to HR for consideration of whether the Company can make a reasonable accommodation. LogistiCare will not retaliate or otherwise take any negative action against you for requesting reasonable accommodation of your disability.

The forms necessary to request reasonable accommodation are located on the Employee Web Portal under the "Employee Docs" and "Employee Forms" tabs. The necessary documents include the ADA Request, Medical Provider Report, and Release for Medical Information forms. **Submit the completed forms and any supporting documentation to your local HR Manager and fax the request to the HR Department's confidential fax line, 404-888-5994.** The forms are also available directly from the HR Department.

## Anti-Harassment Policy

The Company is committed to providing a productive work environment that is free from unlawful harassment. LogistiCare does not tolerate any form of unlawful harassment, including harassment based on an employee's race, color, religion, sex, sexual orientation, national origin, citizenship, age, marital status, genetic information, disability, veteran status, gender identity and expression, or any other characteristic protected by municipal, state, or federal law.

LogistiCare does not tolerate verbal, written, or physical conduct by any employee, temporary worker, independent contractor, supplier, or client, whether on or off Company premises, that disrupts or interferes with an employee's work performance, or creates an intimidating, offensive, or hostile work environment.

Harassment can take many forms, including words, signs, printed materials, jokes, pranks, intimidation, physical contact, threats, or violence. LogistiCare specifically does not tolerate sexual harassment, which includes unwelcome sexual advances, requests for sexual favors, and other verbal, written, visual, or physical conduct of a sexual nature. Examples of prohibited behavior include repeated sexual flirtation, unwelcome emails, notes, texts, or calls, repeated comments about one's own or another's body, sexually offensive language, leering, sexual jokes, whistling and gesturing, displaying, transmitting, or distributing sexually oriented material, and unwelcome touching. Sexual harassment is prohibited whether it is between members of the opposite sex or members of the same sex.

"Quid pro quo" means "this for that." Quid pro quo sexual harassment occurs in the workplace where an employee in a position to confer it offers favorable treatment (e.g., promotion, important project assignment, better office space) if an employee will meet his/her sexual demands. Quid pro quo sexual harassment also occurs when an employee in a position of power threatens negative work consequences (e.g., job loss, demotion, unfavorable shifts) for a subordinate employee's refusal to confer sexual favors. As with all unlawful harassment, LogistiCare will not tolerate quid pro quo harassment.

If you believe you are being unlawfully harassed, please immediately notify your supervisor or a member of the Company's HR or Legal Departments. If you are not comfortable notifying any of these individuals, please notify any senior level Company manager with whom you are comfortable speaking. LogistiCare will not retaliate against or otherwise take any adverse action against you for making a complaint of unlawful harassment.

### Dissemination and Implementation of EEO Policy & Plan

All employees receive the Company's Equal Employment Opportunity Policy and Plan as set forth in this Employee Manual, which they must read and acknowledge in writing upon hire and whenever updated. Employees also receive mandatory, annual training on Workplace Diversity

and Cultural Competency, Preventing Discrimination and Harassment, The ADA, and the Company's CEP and Code of Conduct.

Company managers and supervisors are responsible for implementing equal employment practices within each department. The HR Department is responsible for overall compliance, including maintenance of personnel records in accordance with applicable law. The HR Department requires that:

- The Company display posters regarding equal employment opportunity in highly visible areas of every facility
- All advertising materials for job openings include the statement that the Company is "an Equal Opportunity Employer"
- Where required, the Company will post job openings with the appropriate state agency

### **Remedies for Violations of EEO Policy**

The Company promptly investigates all reports of alleged violations of the Equal Employment Opportunity Policy as confidentially as possible, within the necessary boundaries of the fact-finding process. The Company will not tolerate violations of its EEO Policy, whether or not the activity violates a particular law or regulation, and will take appropriate disciplinary action against those engaging in discrimination or harassment, up to and including termination of employment. The Company will also take any additional action necessary to remedy the situation appropriately. The Company will not take or condone any adverse employment action against any employee making a good faith report of alleged harassment or discrimination.

### **Responsibility & Reporting**

All Company employees are responsible for keeping our work environment free of harassment and discrimination. The Company forbids retaliation against anyone who in good faith files a complaint of discrimination, reports harassment, or who assists, testifies, or participates in an equal employment investigation or other proceeding.

Employees are encouraged to report complaints of discrimination or harassment, including sexual harassment, or complaints of retaliation for having made a complaint, or for having participated in an investigation of a complaint. Any employee who becomes aware of discrimination, harassment, or retaliation, whether by witnessing an incident or being told of it, must report it. You may report the incident to your direct manager, local Operations Manager, General Manager, the HR or Legal Departments, or through the ethics hotline via phone toll free at **855-818-6929**, or online at [www.provcorp.ethicspoint.com](http://www.provcorp.ethicspoint.com). If possible, you should make the report within 48 hours of your knowledge of the incident.

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203  
501-682-6327

**ADDENDUM 1**

**DATE:** August 28, 2018

**SUBJECT:** 710-18-1025 Non-Emergency Transportation NET

The following change(s) to the above referenced Invitation for Bid for DHS has been made as designated below:

**Change of specification(s)**

\_\_\_\_\_ Additional specification(s)

\_\_\_\_\_ Change of bid opening date and time

\_\_\_\_\_ Cancellation of bid

Other – 1. Correcting the Contract Start Date in Schedule of Events (attachment, NET Updated Anticipated Timeline). **Contract Start: 1/1/2019**

2. Amending answers to questions (attachment "Compiled Q and A – NET – FINAL ") as follows:

Q. 52	<b>Confirmed</b>
Q. 83	<b>See updated IFB Section 1.11(B)</b>
Q. 86	<b>See answer to question 83.</b>
Q.199	<b>See answer to question 83.</b>

**BID OPENING DATE AND TIME**

Bid opening date and time **will not be changed.**

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BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE DEPARTMENT OF HUMAN SERVICES.

If you have questions, please contact the buyer at [nawania.williams@dhs.arkansas.gov](mailto:nawania.williams@dhs.arkansas.gov) or 501-320-6511

\_\_\_\_\_  
Vendor Signature

September 28, 2018  
\_\_\_\_\_  
Date

LogistiCare Solutions, LLC  
\_\_\_\_\_  
Company

## MINIMUM QUALIFICATIONS

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*IFB, Section 2.3 A. The Broker must have a minimum of five (5) years of experience in non-emergency medical transportation (NET). For verification purposes, the Broker must submit a narrative detailing qualifying experience and include phone numbers and e-mail address for previous employers and/or contract managers who can verify qualifying experience. Proposals may be disqualified from Brokers whose references do not respond within five (5) business days of the request for verification.*

## COMPANY HISTORY & EXPERIENCE

LogistiCare Solutions, LLC (LogistiCare) is a wholly owned subsidiary of The Providence Service Corporation (NASDAQ: PRSC) and is the nation's largest provider of non-emergency medical transportation programs for state governments and managed care organizations, providing such services for more than 20 years.

LogistiCare was founded in 1986 as a logistics software solution developer offering data technology to the ambulance industry. Seeing the challenges our customers faced managing transportation operations, we entered the transportation consulting business. By the mid-1990s, we began focusing on non-emergency medical transportation (NET) services as our sole line of business. Our first customers included Health Maintenance Organizations (HMOs) in Connecticut, where we implemented the first statewide Medicaid NET management system in the country, and the Georgia Department of Community Health, where we created the state's first NET brokerage system that subsequently cut Medicaid transportation expenses by 35% while increasing beneficiary access by 300%.

**URAC Accreditation:** All of our operations centers are certified by the Utilization Review Accreditation Commission (URAC). URAC certification means that a governing body of quality experts has rigorously examined our systems, processes, and performance to verify we meet pre-determined criteria identified in the following core competency areas:

- Access and Availability
- Complaints and Appeals
- Consumer Communication Practices
- Contracting and Regulatory
- Delegation
- Employee Standards
- Human Resources
- Information Technology
- Organizational Structure
- Organization Documents
- Quality Assurance Management



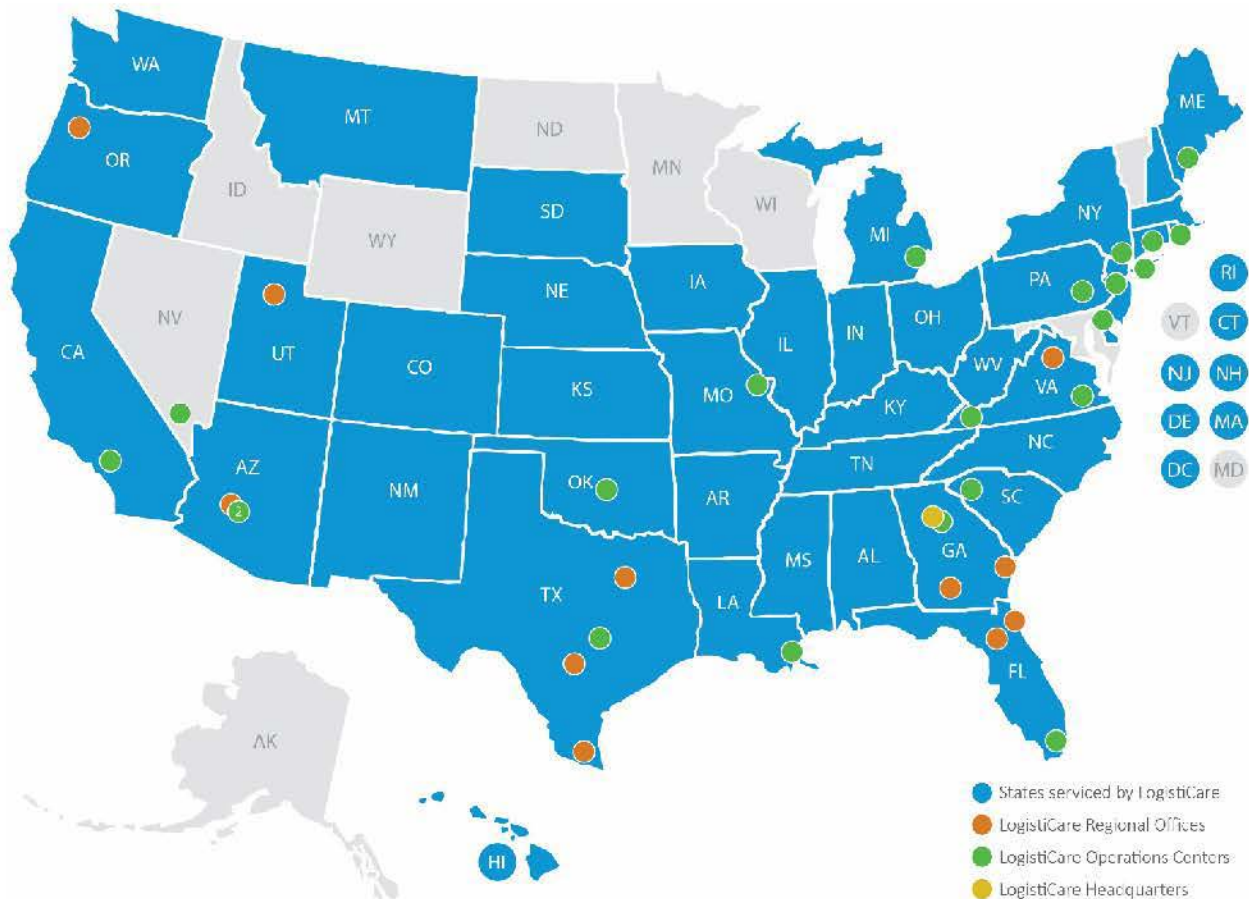
LogistiCare Earns Nation's Most Comprehensive URAC Accreditation for Medical Transportation, Healthcare Organizations - [URAC Press Release](#)

URAC President and CEO Kylanne Green: "By applying for and achieving Core accreditation, LogistiCare has demonstrated a commitment to quality healthcare. Quality health care is crucial to our nation's welfare and it is important to have organizations that are willing to measure themselves against national standards."

We are the only NET broker that has earned URAC CORE Accreditation for all of our local operations centers as well as our corporate office. This achievement is indicative of URAC’s confidence in our Total Quality Management program and consistent adherence to all requirements; and, demonstrates a high level of confidence from CMS.

## Qualifications and Experience

As pioneers of the NET industry, we remain true to our mission to “empower passionate people to provide quality access to human and health care services through technology, innovation, and community partnerships while meeting commitments to our stakeholders.” This unwavering commitment has allowed us to deliver quality service to nearly 27 million Members nationwide, and maintain a contract retention rate of 97.5%. We manage approximately 240 customized NET programs in 41 states and the District of Columbia. In 2017, we provided nearly 67 million trips and have the national and local experience that affords us the knowledge to scale and customize programs, right-size networks, and perform with accountability and integrity. The map below depicts our nationwide footprint.





LogistiCare currently provides NET services to the following state-based Medicaid programs.

- Delaware
- Florida
- Georgia
- Maine
- Michigan
- Missouri
- New Jersey
- New York
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- Texas
- Utah
- Virginia
- West Virginia

## Financial Stability

LogistiCare is the largest subsidiary of The Providence Service Corporation, a publicly traded company, and generated more than \$1.2 billion in revenue in 2017. As the healthcare landscape continues to evolve, LogistiCare remains capable of providing creative solutions for program success while assuring financial stability.

Evidence of LogistiCare’s sense of responsibility is not just found in our financials, but in our core operating values. On numerous occasions, other transportation brokers have left their state customers in a predicament that has required another transportation manager, typically LogistiCare, to save the day – often in less than 30 days. LogistiCare operates under a different value system. In fact, we have continued to operate a program, including paying providers, for several months while a state agency customer worked through a period of budget uncertainty. Due to our financial strength and ability to finance the program costs until the issue was resolved, there was no disruption to the NET program.

## Conclusion

LogistiCare has a long history of working collaboratively with states to successfully implement and manage programs similar in size and scope to Arkansas. We make great efforts to assimilate into the communities we serve and have helped fortify local businesses through collaborative partnerships based on the same goal – providing safe, reliable, and accessible transportation to members. Participant safety is paramount in all we do at LogistiCare. We help transportation providers to meet our stringent training requirements by providing them access to safety educational resources. LogistiCare developed the “Safe Driver Program” in order to help transportation providers deliver the safest possible transport of the members we serve. Throughout the NET programs we manage, all drivers are trained to meet industry-best standards established by nationally accredited institutions, such as the National Safety Council (NSC), Community Transportation Association of America (CTAA), and our customer’s requirements to assure we deploy well trained drivers, operating safe and reliable vehicles.

We are confident that through a partnership with the Department and the Arkansas health care community, we can build upon the state’s existing program and develop, implement, and maintain a robust, reliable, and safe NET provider network, that will positively influence the Arkansas Medicaid system and the health and safety of its members.

## References

Our current portfolio of NET business features 16 state government contracts. Per IFB requirements, we have provided references that will substantiate LogistiCare’s qualifications and capabilities to perform



the services required under a contract with DHS. We have carefully selected these markets (Oklahoma, Missouri, and Virginia) as references given their many similarities to the Arkansas program including both rural and urban geographies, population served, and the complexities associated with operations management. All of the customers listed in our reference pages have elected to either continue or expand their relationship with LogistiCare under new procurements. This serves as a testament to our deep understanding of their needs to implement and maintain sustainable NET programs.

LogistiCare encourages the Department to contact our listed references. We are confident in the health of our relationships and the insight each customer can provide regarding our performance.

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## Reference 1

<b>Customer Name:</b>	Oklahoma Healthcare Authority
<b>Customer Contact:</b>	Gertrude Hurd SoonerRide Program Manager, Oklahoma Healthcare Authority P.O. Box 18497 Oklahoma City, OK 73154
<b>Telephone:</b>	(405) 522-7642
<b>E-mail:</b>	Gertrude.Hurd@okhca.org

## Program Description

In May 2003, the Oklahoma Healthcare Authority (OHCA) awarded LogistiCare its statewide non-emergency medical transportation contract for the SoonerRide Medicaid program. We began operations in October of that year, providing a full range of services, including: determination of eligibility and level of service, provider payment administration, reservations and trip assignments, quality assurance, reporting, and the development, management and monitoring of a transportation provider network.

### Program History

In 15 years of continual service to the OHCA, we have developed proven processes and strong working relationships to assure the level of success and continuity of care OHCA expects. As the State's first NET broker, we initially managed services for nearly 250,000 Medicaid beneficiaries. After quickly demonstrating our ability to provide quality, efficient NET services, the state entrusted an additional 190,000 lives to our care. Today, this beneficiary population exceeds 727,000 Members per month.

Oklahoma Program Data	
<b>Population Served:</b>	Medicaid
<b>Covered Lives:</b>	> 727,000
<b>2017 Total Trips:</b>	> 1 Million
<b>2017 Total Calls:</b>	> 460,000
<b>Geographic Area:</b>	Statewide
<b>Performance Period:</b>	May 2003 - Present

During a time of significant program growth, LogistiCare has been a stable and committed partner to the SoonerRide program. Our ability to collaborate, evolve, and adapt to the state's changing needs and requirements has played a key role in our success. As a result of our performance and long standing partnership, the OHCA awarded multi-year renewal contracts to LogistiCare in 2008, 2013, and 2017.

We have implemented multiple cost-containment initiatives in the state of Oklahoma during our 15-year relationship—while continually providing consistent, safe, high-quality NET service to the eligible Medicaid population. During the initial contract period, the state realized approximately **\$8.5 million in annual savings** as a result of proper rightsizing initiatives and controls being activated

within the program. We have worked closely with the OHCA to increase the use of mileage reimbursement, volunteer drivers, and public transit, reducing the average unit cost per trip by nearly 5% since 2014.

Finally, we prioritize the best interests of the SoonerRide Members, even when it represents a potential risk to LogistiCare. In early 2014, adult day health was added as a covered service prior to actuarial review, which meant that its recipients would not be included in rate setting for 2015. We knew the addition of this covered service would potentially increase membership by as much as 13,000 lives, with no additional PMPM rate adjustment until the 2016 actuarial review. Despite the risk for LogistiCare, we collaborated with the OHCA and their primary provider of adult day services and found a way to provide the additional trips. This commitment to Oklahoma is an example of the standard by which we strive to operate in all of the programs we serve.

### **Solution Spotlight**

The OHCA entrusted LogistiCare with the responsibility of transitioning the state from fee for service delivery to a brokered model, which requires coordinating with all stakeholders to enable a smooth implementation and continued, uninterrupted service. Oklahoma's rural geography and widely dispersed populations presented many transportation network challenges. Through the use of our capacity planning and management tools, innovative solutions to expand the network, and our adoption of technology, we were able to overcome these challenges and develop an infrastructure and network capable of accommodating the needs of the SoonerRide program.

A specific example of an Oklahoma network barrier LogistiCare was challenged to overcome involved the western portion of the state, which is extremely rural and lacked an abundance of transportation providers. Through capacity management analysis, LogistiCare identified very early that trip volume was growing in some of the most rural counties, and initiated efforts to expand the capabilities of the network already in place. Realizing this was a potential deficiency, LogistiCare developed good working relationships with 16 of the Rural Public Transits (5311s) to better serve the Members living in these rural areas. Our ability to build these relationships with the 5311s resulted in 32% of all trip volume being transported via 5311 transporters in this area. This proactive approach to network development and provider recruitment has assured consistent and reliable services throughout the state and has contributed to economic development within the communities we serve. Our Oklahoma operations team continually monitors county-by-county utilization and the capacity of the network and partners with 5311s to identify potential gaps in coverage areas that they can help us address. These entities have proven to be a valuable resource throughout the state.

As the SoonerRide broker for the past 15 years, we have built stable and trusting relationships with participants, transportation providers, facilities, and the OHCA. The OHCA chose to expand LogistiCare's services to additional populations and geographies based on our ability to successfully manage the needs of the program.

## Reference 2

<b>Customer Name:</b>	Missouri Department of Social Services, HealthNet Division
<b>Customer Contact:</b>	Nanci Nikodym Assistant Deputy Division Director of Missouri HealthNet
<b>Telephone:</b>	(573) 751-6963
<b>E-mail:</b>	Nanci.M.Nikodym@dss.mo.gov

## Program Description

LogistiCare has enjoyed a long and successful history with the State of Missouri having served as the NET vendor for Medicaid participants from 2005 – 2010 and again from 2011 – today. For the Missouri Department of Social Services (DSS), LogistiCare provides a full complement of NET services including the determination of eligibility and level of service, provider payment administration, reservations and trip assignments, quality assurance, reporting, and the development, management and monitoring of a network of transportation providers.

### Program History

In 2005, DSS asked LogistiCare to assume management of Missouri’s statewide NET program when another broker was unable to meet its obligations. With participants at risk of losing the transportation they relied on to get to their medical appointments, LogistiCare quickly implemented statewide services within 30 days— a process that typically takes 90 – 120 days in a new market. In the first year of our contract, we helped the state save more than \$10 million, mainly through the implementation of thorough transportation provider management and gatekeeping protocols.

LogistiCare retained Missouri’s NET contract until October of 2010 when severe Medicaid budget constraints forced the state to issue a request for proposals. Though the DSS assigned the highest score to LogistiCare’s technical response, it chose not to partner with us for pricing reasons. The selected broker submitted an inexplicably low cost proposal, the same broker who had failed to provide acceptable NET services in 2005. Within 11 months of implementation, the broker acknowledged it could not sustain performance of the services at the price it had quoted. As a result of

Missouri Program Data	
<b>Population Served:</b>	Medicaid
<b>Covered Lives:</b>	354,000
<b>2018 Total Trips:</b>	1.75 Million
<b>2017 Total Calls:</b>	> 730,000
<b>Geographic Area:</b>	Statewide
<b>Performance Period:</b>	
Original Contract:	2005 - 2010
Emergency Contract:	2011 - 2013
Second Contract:	2013 - 2016
Current Contract:	2016 - 2020

this broker's decision to exit the market, the DSS asked LogistiCare to step in on an emergency basis. For the second time in six years, we quickly resumed operations following a transition period of less than 30 days. In July 2016, LogistiCare was awarded the statewide NET contract until 2020.

### **Solution Spotlight**

The Missouri program demands that we be diligent to stay abreast of gaps in coverage within the state's low access and historically underserved areas. We do so by collaborating with health care providers, transportation providers, and community groups. For example, a large medical center expressed concerns about the availability of transportation providers in the Kansas City area. To address this problem, LogistiCare worked with a well-performing minority owned provider to expand their business into the Kansas City market. By partnering with the medical center and the transportation provider, we were able to effectively improve access to service, address the concerns of the medical center, and help a small business grow. We make every effort to work with existing transportation providers, in all markets we serve, who express an interest in expanding their services, particularly into low access areas. Missouri HealthNet has recognized that it can count on LogistiCare to provide flexible but consistent, quality services via our proven infrastructure.

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### Reference 3

<b>Customer Name:</b>	Virginia Department of Medical Assistance Services
<b>Customer Contact:</b>	Ivory N. Banks, MPA Director, Program Operations Division
<b>Telephone:</b>	804-225-4584
<b>E-mail:</b>	Ivory.banks@dmas.virginia.gov

### Program Description

LogistiCare has a 17 year relationship with the Virginia Department of Medical Assistance Services (DMAS), providing NET services including eligibility and level of service determination, provider payment administration, reservations and trip assignments, quality assurance, reporting, and the development, management, and monitoring of a network of transportation providers.

#### Program History

LogistiCare and the Commonwealth of Virginia have been partners since 2001, when we were awarded the Medicaid NET brokerage contract for three of Virginia’s seven regions. Though LogistiCare received the highest technical scores in all regions, DMAS chose to award four regions to a contractor who submitted a bid with a significantly lower cost proposal. As a result, the contract was divided — LogistiCare was awarded three regions and the protesting bidder was awarded the remaining four.

Early on, Virginia’s four regions not managed by LogistiCare were plagued with numerous operational and financial issues. So much so, that DMAS released the broker from its contract and in December 2002, asked LogistiCare to extend service to the remainder of Virginia’s Medicaid population. This meant providing an additional 250,000 individuals with an estimated 280,000 trips per month. In 2005, we secured a second multi-year, statewide contract. Within one year, we helped DMAS cut its annual NET program costs from **\$57 million to \$41 million**. DMAS estimated that under its former FFS model, the Commonwealth would have spent \$129 million on the NET program in FY 2002 and FY 2003 combined. Instead, it spent less than \$85 million, saving over \$44 million in state and federal funds.

Oklahoma Program Data	
<b>Population Served:</b>	Medicaid
<b>Covered Lives:</b>	> 264,000
<b>2019 Total Trips:</b>	> 4.5 Million
<b>2017 Total Calls:</b>	> 578,000
<b>Geographic Area:</b>	Statewide
<b>Performance Period:</b>	
Original Contract:	2001 - 2005
Second Contract:	2005 – 2011
Third Contract:	2011 – 2018
New Contract:	2018 -2021

Over the past few years, our Utilization Review Department has further aligned Members' needs with the least costly, most appropriate mode of transportation and "right-sized" over 122,500 transports to deliver **cost savings of over \$12 million**. In December 2017, for the fourth time, LogistiCare was awarded a new NET contract through 2021.

### **Solution Spotlight**

Prior to 2001, Virginia's NET program was like many other states' where any transportation provider that was willing to deliver a member's requested ride could participate as long as they were eligible to bill the Medicaid program. Because there was no coordinated system, members were forced to find their own transportation provider and often had to contend with late pick-ups, drop-offs and no shows. Complaint levels were high and utilization of Medicaid transportation was lower than expected. Additionally, instances of fraud and abuse —over billing for miles, billing for non-medical trips, using inappropriate transportation modes, or even billing for trips that never occurred— were rampant.

LogistiCare's Virginia based team worked with facilities, transportation providers, and representatives of DMAS to increase transportation access for Medicaid members across the Commonwealth. We developed and retained a robust network with the capacity to manage wide-ranging levels of service as well as the state's unique geography, with the understanding that constant customization is necessary to accommodate the Commonwealth's changing populations.

Under LogistiCare's watch, overall program costs have decreased dramatically, while program utilization has increased. Program performance and customer satisfaction, as measured by third-party surveys, has also improved. Through LogistiCare's partnership, DMAS was able to achieve a unified, statewide NET program that has become a model for other states and that has clearly accomplished its original goals.

We utilize our robust volunteer driver program to enhance our on-demand service and responsiveness to short notice trips; and we collaborate with the best performing NET providers in our network to help them strategically add vehicles and hire additional drivers. This not only helps us meet growing demand, but it assures our interests are 100% aligned with the DMAS and allows us to support economic development in the Commonwealth. Another Virginia program feature is that in addition to servicing the needs of the seven existing regions of the Commonwealth, LogistiCare also transports eligible Virginia Members to participating facilities in neighboring states such as North Carolina, Tennessee, Kentucky, West Virginia, Maryland, and the District of Columbia. These facilities are an established part of our transportation management system, so we expend significant effort to assuring that their trips are covered efficiently.

As the DMAS broker for the past 17 years, we have built stable and trusting relationships with participants, transportation providers, facilities, and the community served. The Department chose to expand LogistiCare's services to additional populations and geographies based on our ability to successfully manage the needs of the program.



## Project Director

### POSITION SUMMARY

The Project Director oversees all program aspects to ensure that all contract performance and quality requirements are met by establishing and maintaining excellent relationships with the local client; understanding the contracts; meeting contract performance standards and financial goals.

**Department:** Operations

**Full Time/ Exempt**

**Work Schedule:** Weekdays, Weekends, and Holidays

**Amount of Travel:** 25%

**Reports to:** Senior Vice President

The Project Director works with the Operations Manager to ensure that the transportation network is complete and of high quality. To that end, this position is responsible for: monitoring transportation company performance; enforcing contract standards; replacing transportation providers, when necessary; managing billing, cost, and rate issues. This position also has responsibility to establish community-based outreach to assist in consumer education and to facilitate feedback during the implementation of a new contract and as part of an on-going process.

The Project Director has significant control over local organizational structure and operating strategy for meeting customer service and financial goals. This includes analyzing P&L performance and budget goals, analysis and trending of data, and utilization and cost reporting. The PD works with the Call Center staff to ensure the success of the call taking process and compliance with contract requirements specific to call stats.

### QUALIFICATIONS

#### Competency Statement(s)

- Analytical Skills - Ability to use thinking and reasoning to solve a problem
- Communication, Oral - Ability to communicate effectively with others using the spoken word
- Communication, Written - Ability to communicate in writing clearly and concisely
- Customer Oriented - Ability to take care of the customers' needs while following company procedures
- Decision Making - Ability to make critical decisions while following company procedures
- Interpersonal - Ability to get along well with a variety of personalities and individuals
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions
- Management Skills - Ability to organize and direct oneself and effectively supervise others
- Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability
- Team Building - Ability to convince a group of people to work toward a goal

**EDUCATION**

BA/BS in Business, Management, Finance strongly preferred; or, an RN or MSW/LCSW

**EXPERIENCE**

- 8+ years of progressive operations management experience in transportation, call center, distribution, logistics and/or health care strongly preferred
- Experience managing multiple direct reports
- Ability to analyze state and regional data and costs
- Transportation or Call Center industry experience a plus
- Demand-response transportation management experience a plus

**SKILLS**

- Strong verbal, written and interpersonal communication skills
- Ability to communicate effectively with clients and providers and make public presentations
- Requires strong financial/analytical skills for data and cost analysis; strong organizational independence and prioritization capability
- Experience developing and managing budgets; researching variances
- Qualified candidates will possess a proven track record of success in people development and management
- High level of technical competence to include proficiency with Microsoft Office Suite; advanced Excel skills a plus
- Must be able to develop and implement action plans to address issues
- Must be technically capable of developing programs and an organizational structure to support contract requirements

**SUPERVISORY RESPONSIBILITIES**

Directly supervises Assistant Manager, Call Center Manager, Provider Relations Manager, and Outreach and Communications Manager; carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## Trainer

### POSITION SUMMARY

The Trainer ensures that escalated issues are resolved timely and accurately. The position provides all business units (Customer Service, Where's My Ride, Transportation, Facilities and Billing) with necessary training to ensure proficiency in the daily operation of the business. This position provides assistance to management as necessary.

**Department:** Customer Service

**Full Time/ Non-Exempt**

**Work Schedule:** Weekdays, Weekends, and Holidays

**Reports to:** Call Center

### ESSENTIAL FUNCTIONS

- Assists Call Center Supervisor and Manager in overseeing functions of the CSRs
- Ensures a high level of customer service and promotes a positive working environment
- Establish and maintains good working relationship with providers, clients, co-workers, and regional office personnel
- Assists Call Center management with completing agent reports and report statistics to Call Center management
- Provides call center management with feedback for 90 day and annual evaluations of CSRs
- Complies with LogistiCare policies and procedures
- Assists clients with any transportation concerns
- Assists in the identification of system problems and reports any malfunctioning equipment to Call Center management
- Attends all required meetings
- Maintains an acceptable attendance and tardiness record based on company attendance policy
- Develops and updates all training manuals, handouts and training aids for call center and regional offices. Ensures customer service / call taking is standardized statewide through on-site training initiatives.
- Ensures call center new hire paperwork and files are completed in a timely fashion and distributed to appropriate departments and/or supervisor.
- Conducts new hire training for call center employees
- Performs call monitoring and productivity measurement; provides feedback to managers.
- Uses quality monitoring database to compile, track and trend individual and team (regional) performance.
- Provides feedback for training along with providing coaching / training to employees as needed to improve performance.

**POSITION QUALIFICATIONS**

## Competency Statement(s)

- Accurate - Ability to perform work accurately and thoroughly
- Communication, Oral - Ability to communicate effectively with others using the spoken word
- Communication, Written - Ability to communicate in writing clearly and concisely
- Customer Oriented - Ability to take care of the customers' needs while following company procedures
- Interpersonal - Ability to get along well with a variety of personalities and individuals
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous
- Reliability - Dependable and trustworthy
- Ability to think creatively and use various methods in problem solving; ability to anticipate and resolve problems
- Ability to teach, coach, motivate and lead new hires and frontline staff
- Positive attitude and ability to work well with others

**EDUCATION**

High School Graduate or General Education Degree (GED)

**EXPERIENCE**

- 2-5 years heavy phone volume customer service experience to include inbound call center/customer service experience
- 1+ years demonstrated experience coaching and training call center staff preferred.

**SKILLS & ABILITIES**

- Excellent customer service and phone skills
- Superior communication and problem solving skills
- Must be able to work independently and as a part of a team
- Ability to foster and maintain a positive environment
- Ability to quickly learn new technology
- Must be able to understand and follow complex instructions
- Ability to accurately type 35wpm
- Read and write English fluently
- Proficient in Microsoft Word, Excel and Outlook
- Bi-lingual a plus

**LEADER/TRAINER RESPONSIBILITIES**

Assists the Customer Service Supervisor and Manager by monitoring the performance of the CSRs. Carries out lead responsibilities in accordance with the organization's policies and applicable laws. Assists management as necessary, assigning and directing work; providing feedback regarding CSR

performance; addressing complaints; resolving problems and conducting new hire training and refresher courses for all LogistiCare employees. Develops and updates all training manuals, handouts and training aids for call center and regional offices. Ensures customer service / call taking is standardized statewide through on-site training initiatives.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Entire work time is conducted in an office environment in a controlled atmosphere building. The noise level in the work environment is usually moderate. This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform other related duties as may be required by their supervisor.

## Quality Assurance Manager

### POSITION SUMMARY

The Quality Assurance (QA) Manager manages the QA Plan, Call Compliance and all QA activities. This individual oversees all activities of the Quality Services Coordinator staff and establishes positive and effective

working relationships with customers, providers and agencies to establish superior customer service. The QA Manager will identify trends in complaint categories and devise action plans for immediate and effective reduction of complaints. The QA Manager will be responsible for developing programs and an organizational structure to support contract requirements. Additionally, this individual will conceptualize process flow both in establishing policies and in enhancing our proprietary computer-aided data management system.

**Department:** Quality Assurance

**Full Time/ Exempt**

**Work Schedule:** Weekdays, Weekends, and Holidays

**Reports to:** Assistant Manager

### ESSENTIAL FUNCTIONS

- Ensure timely communication, review and resolution of complaints and concerns raised by recipients, facilities and transportation providers
- Compile daily issue reports and provider time-response compliance reports
- Identifies and trends complaint categories and devises action plans for immediate and effective reduction of complaints
- Makes verbal contact with complainant (and Medicaid member's family when appropriate) within 24 hours of LogistiCare's receipt of a complaint
- Submits responses to the complaint within 72 hours of LogistiCare's receipt of a complaint
- Enlists support of, seeks to work cooperatively with, and coordinates communications and investigations with LogistiCare's staff during the 72 hours following receipt of a complaint
- Ensures each complaint has been properly addressed tracks the status of the complaint process Responsible for and processes all Tier I complaint activities both in-house and client complaints
- Provides immediate updates to Ombudsman on issues regarding the resolution of all Tier I complaints
- Verbally updates Project Manager and Assistant Manager daily on outcome of his/her communications with complainant (and Medicaid member's family when appropriate) and resolution of service issues and/or complaints
- Composes and/or approves the composition of LogistiCare's written responses to complaints Complete and distribute monthly, quarterly and annual customer reports according to customer schedules
- Complete customer quarterly quality initiative audits and annual audits

- Attend customer meetings regarding quality of service and/or reporting
- Establishes client files and maintains records
- Supervises and assists all Quality Service Coordinators with overflow complaints when necessary and with tasks and problem solving
- Implements/develops instructions, policies and procedures throughout department; resolve staff concerns and serves as a liaison to other departments
- Works closely with all managers regarding service issues
- Maintains various databases including but not limited to contracts database
- Prepare quarterly provider report cards
- Research issues related to customer satisfaction surveys
- Ensures provider credential/compliance files are complete and current
- Gather information related to member injuries and provider accidents
- Analyzes patient attendance, trip distance and cost data and develops appropriate cost management strategies concerning standing order transports
- Provides oversight of vehicle and driver contractual compliance information and works closely with the transportation manager to notify providers when updates are due
- Performs other duties as assigned

**QUALIFICATIONS:**

- Communication, Oral - Ability to communicate effectively with others using the spoken word
- Communication, Written - Ability to communicate in writing clearly and concisely
- Customer Oriented - Ability to take care of the customers' needs while following company procedures
- Decision Making - Ability to make critical decisions while following company procedures
- Detail Oriented - Ability to pay attention to the minute details of a project or task
- Interpersonal - Ability to get along well with a variety of personalities and individuals
- Management Skills - Ability to organize and direct oneself and effectively supervise others
- Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems
- Relationship Building - Ability to effectively build relationships with customers and co-workers

**EDUCATION**

- BA/BS degree preferred
- Masters in Social Work or similar certification a plus

**EXPERIENCE**

- 5+ years relevant work experience and at least 3 years management/supervisory experience strongly preferred
- Demonstrated experience interacting with individuals, families, mental health, elder services, and facilities and programs strongly desirable
- Experience in writing and revising policy and procedures preferred
- At least 1 year experience in an administrative role preferred

**SKILLS**

- Experience interacting with individuals, families and health care and/or elderly care facilities and programs
- Exceptional interpersonal skills with excellent verbal and writing skills
- Ability to think creatively and use various methods in problem solving; ability to anticipate and resolve problems
- Superior analytical and investigative abilities
- Knowledge of clinical UR and QA, Medicaid, Medicare guidelines and covered services a plus
- Ability to multitask and meet deadlines
- Excellent time management and organizational skills
- Must be able to prioritize duties
- Must be self-directed with ability to work independently
- Proven and effective leadership and supervisory skills
- Ability to teach, coach, motivate and lead subordinates
- Positive attitude and ability to work well with others
- Flexibility in all areas; easily adaptable to ever changing environment and requirements
- Professional appearance and attitude
- Ability to maintain confidentiality, take the initiative and be proactive, work under pressure, communicate information clearly and work with diverse populations
- Patient listening and strong conciliation skills
- High level of technical competence to include proficiency with Microsoft Office including Access and Excel with 4+ years of development detailed reporting and modeling
- Type at least 35 words per minute
- Working knowledge of Internet Engines

**SUPERVISORY RESPONSIBILITIES**

Directly supervises Quality Services Coordinators carrying out all supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.



## Safety Officer

### POSITION SUMMARY

The Safety Officer (SO) is responsible for providing safety leadership to the program's field operations. This individual is additionally responsible for developing, deploying, and managing a safety program for

LogistiCare's Independent Business Partners (IDP) with the goal of improving safety for the passengers we transport. The Safety Officer will be responsible for evaluating, developing, planning, directing, training, and implementing safety, industrial and health initiatives. It is expected that these initiatives will result in continuous improvement of employee work environment and public safety, as well as, lower costs associated with workers' compensation and other injury claims.

**Department:** Quality Assurance

**Full Time/ Exempt**

**Work Schedule:** Weekdays, Weekends, and Holidays

**Reports to:** Project Director

### ESSENTIAL FUNCTIONS

- Coordinate activities with the LogistiCare Risk Management staff; prepare and report in a roll-up format, relative injury and risk metrics monthly, including but not limited to: employee safety statistics, training status, audits, and regulatory compliance issues
- Serve as a technical advisor and facilitator of training and safety in support of each region
- Assist in the incident investigation and analysis process and provide leadership over the implementation of standardized investigative practices in the field
- Develop strong and trusting relationships with regional field leaders, including Regional Vice President, Project Director, and Investigator through regular communications of safety programs and progress
- Any other tasks as deemed necessary by management

### QUALIFICATIONS:

- Bachelor's Degree preferred
- 5 + years of experience in Transportation Safety required
- Strong interpersonal skills and a professional presence
- Strong written and oral communication skills required
- Multiple company / division experience a strong plus
- Professional certifications are a plus
- Strong knowledge of Microsoft Power point, Word, Excel

- The ability to drive results and drive change through a strong business understanding and teamwork
- Thorough understanding of risk management as it relates to safety, environment, and loss control methodology
- The ability to develop, train, and give presentations before various audience sizes at all levels of the organization
- The ability to multitask in a fast moving environment and work within a group while displaying leadership and independence when needed
- Set goals, plans, timetables, for the department and maintain control of the process and reporting functions to ensure goals are met and standards for safety are raised.
- Ability to work effectively with strong personalities and a diverse workforce

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasional required to work in outdoor weather conditions and work near moving mechanical parts. The noise level in the work environment is usually moderate.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, reach with hands and arms and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

## Investigator

### POSITION SUMMARY

The Investigator trains drivers and attendants in Passenger Assistance & Safety, and in Defensive Driving. Performs random and/or assigned field investigations, and files reports on each investigation using

**Department: Operations**

**Full Time/ Exempt**

**Work Schedule: Weekdays, Weekends, and Holidays**

**Reports to: Safety Officer**

appropriate reporting form, of providers' adherence to contract requirements, service quality at the particular facility, and the continued appropriateness of LogistiCare's (LGTC's) assigned level of service for trips to the facility. Performs scheduled and random vehicle inspections to ensure vehicle compliance with all ADA and other Federal, State and Local regulatory standards by performing the following duties.

### JOB DUTIES

- Maintains certification as Instructor for Passenger Assistance, Sensitivity & Safety, as well as Defensive Driving.
- Trains driver and attendants using LGTC-prescribed training curriculum.
- Performs scheduled and random visits to healthcare facilities and contracted transportation providers to verify level of service and provider adherence to contract standards.
- Schedules field work in cooperation with the Director of Operations and Regional Managers.
- Investigates quality of transportation provider's on-time performance, driver's adherence to service requirements and alteration(s) to rider's level of service and/or scheduling requirements.
- Focuses investigations on appropriate assignment of level of service by LGTC and/or facility, and potential fraud and abuse based on available billing and trip data.
- Performs other duties as assigned.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION

High school graduate or equivalent; Current certification as Instructor for Passenger Assistance, Sensitivity & Safety as well as Defensive Driving a plus.

**SKILLS**

- Audit experience in billing environment
- Knowledge of Medicaid guidelines
- Transportation and/or vehicle maintenance experience
- Self-motivated
- Excellent verbal, written and interpersonal communication skills
- Competencies – Superior time management skills and the ability to work independently.
- Computer Skills – Proficient in Microsoft Word, Excel, Outlook and Access

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasional required to work in outdoor weather conditions and work near moving mechanical parts. The noise level in the work environment is usually moderate.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, reach with hands and arms and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.