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Sent: Wednesday, November 21, 2012 11:29 AM
To: Stakeholder Advisory Council
Subject: Logisticare Termination

Good Morning,

As members of the Transportation Advisory Council, we wanted to reach out to you immediately regarding a statement released this morning.

<http://www.dhs.wisconsin.gov/News/PressReleases/2012/112112.pdf>

As noted in the press release, Department of Health Services Secretary Dennis G. Smith today released a statement regarding LogistiCare's decision to terminate its contract for serving as the Medicaid and BadgerCare Plus transportation manager and providing non-emergency medical transportation to members.

Please note the following:

- The priority first and foremost is providing quality and efficient services to Medicaid members statewide
- Members will continue to have their non-emergency medical transportation (NEMT) provided by LogistiCare
- LogistiCare will still be held to and closely monitored by DHS with advice from the Transportation Advisory Council in accordance with the contractual terms
- DHS is developing a new RFP and will release a procurement for a statewide transportation broker in the very near future
- We will be operating under a very short window for development of this RFP. We will be making modifications to the RFP based on feedback we've received to date from the Council specific to quality oversight and external ombudsman functions.
- Due to the tight RFP timeline, we will not be able to schedule an in person meeting with the Council prior to the issuance of the RFP. We will look at upcoming dates to schedule a Transportation Advisory Council to ensure members are fully briefed as we manage this transition. Shawn Thomas will be sending a follow-up email in the next two weeks with potential dates
- DHS will ensure that the timeline and transition plan over the coming months will be smooth for members and that members will have ongoing access to NEMT
- LogistiCare will be serving members until the time in which the company awarded the new NEMT contract is fully in place and a smooth transition has taken place regardless if this requires more than 90 days. There will be no disruption of services for members

We appreciate your input and feedback as we work together to communicate to members and providers that the processes and procedures with requesting transportation, and how they secure transportation will remain unchanged until further direction has been provided.

Thank you for your ongoing partnership and we work to serve our common members.

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