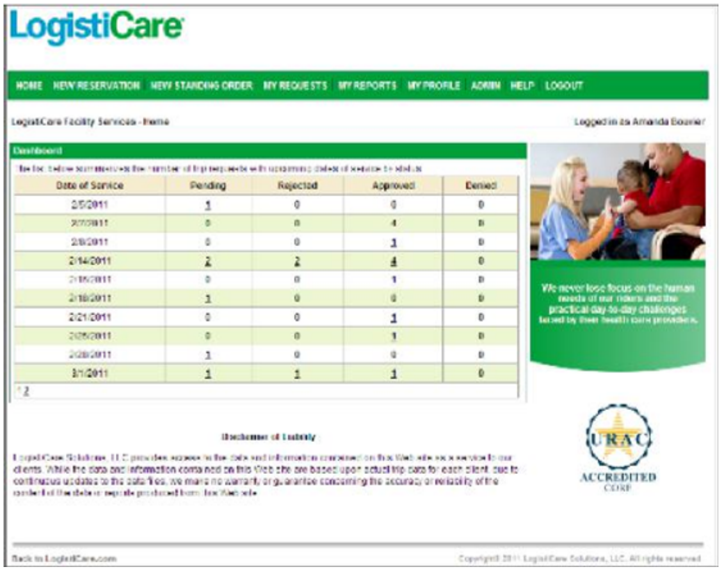
modivcare

Facility Services Website Quick Guide


LogistiCare
HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT
We never lose focus on the human needs of our riders and the practical day-to-day challenges faced by their health care providers.
URAC ACCREDITED CORP
Back to LogistiCare.com

LogistiCare Facility Services - Home

Logged in as Amanda Bouvier

Dashboard

Date of Service	Pending	Rejected	Approved	Denied
2/5/2011	1	0	0	0
2/7/2011	0	0	4	0
2/8/2011	0	0	1	0
2/14/2011	2	2	4	0
2/15/2011	0	0	1	0
2/18/2011	1	0	0	0
2/21/2011	0	0	1	0
2/25/2011	0	0	1	0
2/28/2011	1	0	0	0
3/1/2011	1	1	1	0

1 2

Version 1, Jan 2012

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Note: Contact your Facility Representative:
To cancel an approved reservation or standing order
If you have questions regarding a denied request

- If you need to edit a request whose trip date is within 2
- business days of the current date or within the minimum
- Advance Notice requirements of the contract

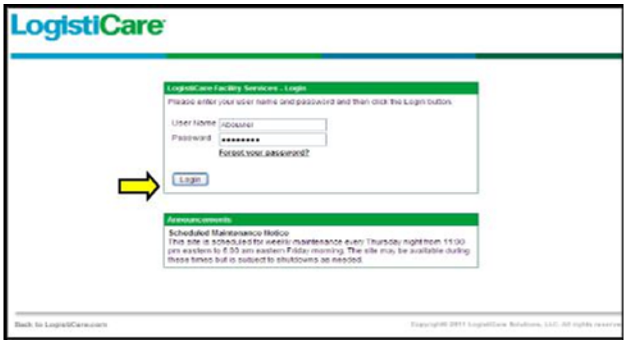
Accessing the Facility Services Website

To access the Facility Services Website (FSW), open your browser, enter Internet address http://facility.Modivcare.com/, and then click the **GO** button. You may save the *Modivcare Facility Services-Login* screen as a Favorite web location for a quick search. The *Login* screen also provides notices of scheduled maintenance or system updates.

Logging into the Facility Services Website

To log into the FSW:

1. In the *Modivcare Facility Services-Login* screen, enter your Modivcare **User Name** and **Password** (assigned for site access or from your system administrator or manager)
2. Then click the **Login** button


LogistiCare
LogistiCare Facility Services - Login
User Name
Password
Forgot your password?
Login
Announcements
Back to LogistiCare.com

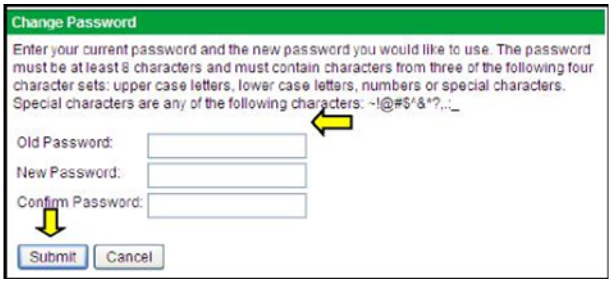
Please enter your user name and password and then click the Login button.

Scheduled Maintenance Notice
This site is scheduled for weekly maintenance every Thursday night from 11:00 pm eastern to 6:00 am eastern Friday morning. The site may be available during these times but is subject to shutdowns as needed.

Changing Your Password

The security feature designed to protect you, your facility, and your members, requires you to change your password the first time you log into the system.

1. In the *Change Password* screen, within the **Old Password** field, enter your current login password
2. In the **New Password** and **Confirm Password** fields, provide your new password
3. Then click the **Submit** button

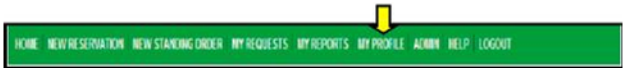

Change Password
Old Password:
New Password:
Confirm Password:
Submit
Cancel

Enter your current password and the new password you would like to use. The password must be at least 8 characters and must contain characters from three of the following four character sets: upper case letters, lower case letters, numbers or special characters. Special characters are any of the following characters: ~!@#$^&*?,.:_

Submitting Your Challenge Questions

Challenge questions are a security feature used to validate your identity when you need to reset your password. These questions are designed for you to easily remember the answer, but hard for someone else to guess.

1. In the main menu, select **MY PROFILE** and click the **Manage Challenge Questions** option


HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
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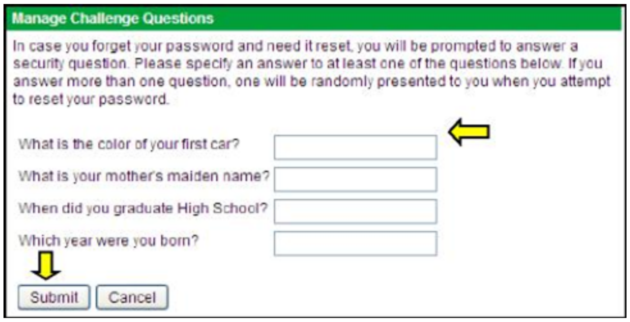
2. In the *Manage Challenge Questions* screen, provide an answer for each challenge question
3. Then click the **Submit** button

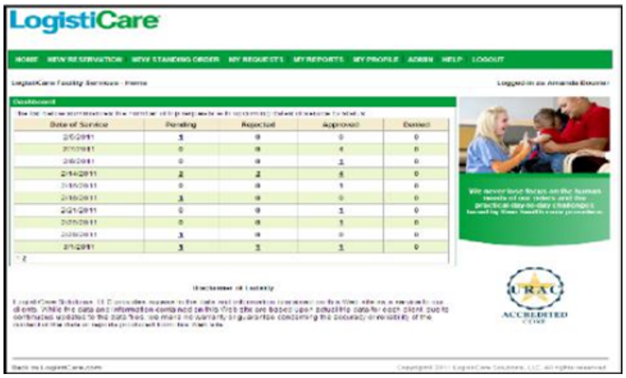

Manage Challenge Questions
What is the color of your first car?
What is your mother's maiden name?
When did you graduate High School?
Which year were you born?
Submit
Cancel

In case you forget your password and need it reset, you will be prompted to answer a security question. Please specify an answer to at least one of the questions below. If you answer more than one question, one will be randomly presented to you when you attempt to reset your password.

Note: The system randomly selects the challenge questions to be answered should you forget your password. You can also change or update your security questions at any time.

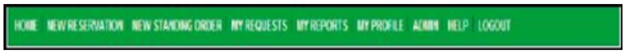
The Facility Services Home Page

The Facility Services home page provides a snapshot of the current trip requests, including notifications and news of scheduled updates, maintenance, and system changes.


LogistiCare
HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT
Dashboard
URAC
ACCREDITED

Navigating the Site

From the *Home* screen, you can use the main menu at the top of the screen to open the reservation request forms, view existing requests, and manage your Facility Services account. The main menu is accessible from every screen in the site.


HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT

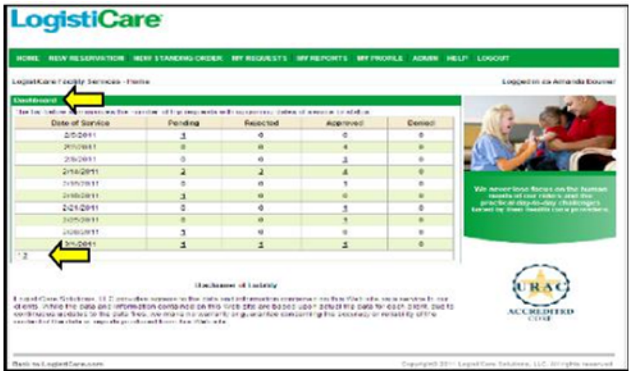
HOME - Returns you to the main screen
NEW RESERVATION - Opens a new trip request form
NEW STANDING ORDER - Opens a new standing order request form
MY REQUESTS - Opens the *My Requests* screen where you can search for trip requests by date, status, or member
MY REPORTS - Opens the *Reports* screen. (This option is not currently available.)
MY PROFILE - Provides links to change your password and challenge questions
ADMIN - Opens the *User Management* screen where master facility users can add and manage user accounts
HELP - Accesses the Facility Services Website User's Guide and information on how to contact Modivcare for additional

support. The Help menu also include the **Forms and FAQ** link to the Modivcare Facility Resource Site, which provides state-specific forms and information

LOGOUT - Logs you out of the Facility Services Website and returns you to the *Login* screen. As a security measure, you are automatically logged out after a period of inactivity

Dashboard

The Dashboard summarizes the trip requests you can manage by date and status. The display shows the current date requests and up to 90 days of upcoming requests. Permission levels set up at your facility determine which trips are viewable. The list shows 10 days per screen. Click the screen numbers at the bottom of the list to view additional dates.

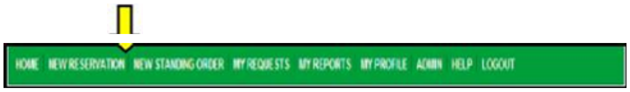


Modivcare Facility Services Updates

Notices of scheduled maintenance and system updates are displayed at the bottom of the *Home* screen, and the link to **View All News** and **Updates,** lets you review current and previous notices. You have the ability to search and inquiry on the status of any reservation.

Entering New Requests

To create a trip request for a member, select **NEW**

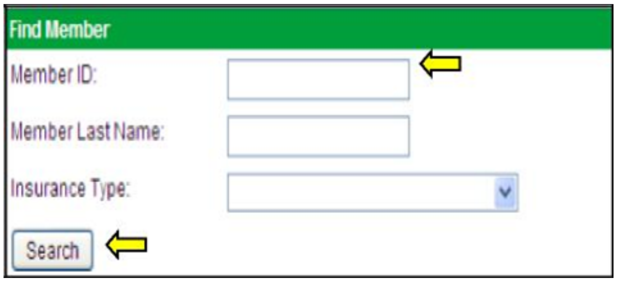


RESERVATION or **NEW STANDING ORDER** in the main menu.

Selecting the Member

To enter or modify any request or reservation, select the correct member.

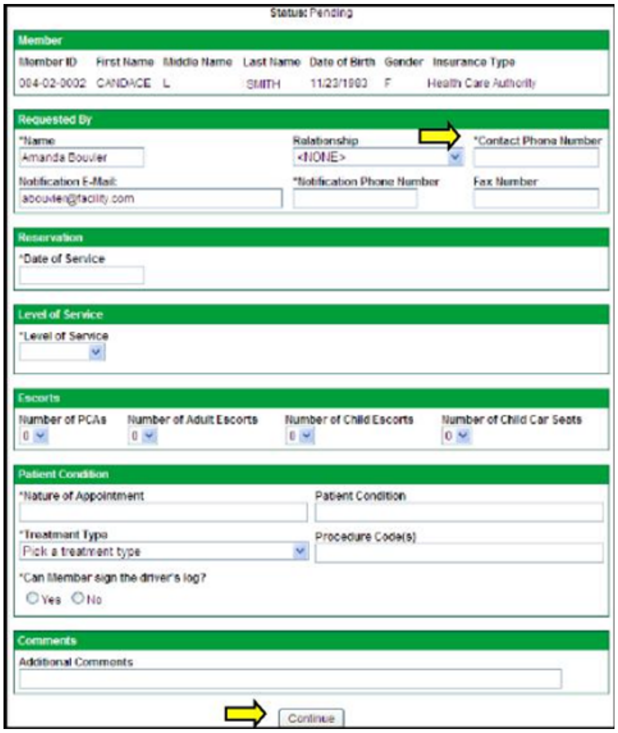
1. In the *Find Member* screen within the **Member ID** field, provide their ID number without dashes or spaces
2. In the **Member Last Name** field, provide member's name (this field is not case sensitive)
3. In the **Insurance Type** field, select the appropriate type from the drop down menu
4. Then click the **Search** button



Entering the Trip Details

As you enter the trip information, the system processes certain fields to determine if additional information is needed. Before opening the *Trip Leg* screen, the system validates the required entries. Always verify you have selected the correct member before completing any reservation request.

1. In the *Status Pending* screen, complete all fields (* asterisk appears on required information)
2. Then click the **Continue** button


Status: Pending

Member

Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
004-02-0002	CANDACE	L	SMITH	11/23/1903	F	Health Care Authority

Requested By

*Name: Amanda Bouvier
Relationship: <NONE>
*Contact Phone Number:
Notification E-Mail: abouvier@facility.com
*Notification Phone Number:
Fax Number:

Reservation

*Date of Service:

Level of Service

*Level of Service:

Escorts

Number of PCAs: 0
Number of Adult Escorts: 0
Number of Child Escorts: 0
Number of Child Car Seats: 0

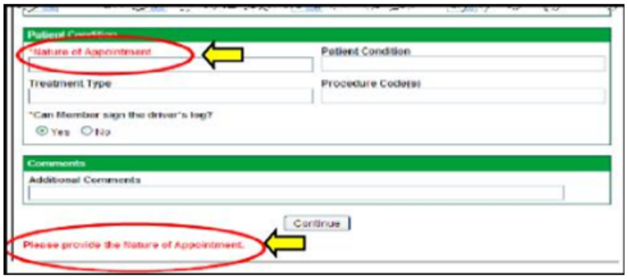
Patient Condition

*Nature of Appointment:
Patient Condition:
*Treatment Type: Pick a treatment type
Procedure Code(s):
*Can Member sign the driver's log? ○ Yes ○ No

Comments

Additional Comments:

Note: If a required field is not entered or an error is found, the field name appears in red. And an error message is displayed under the **Continue** button


Patient Condition

*Nature of Appointment
Patient Condition
Treatment Type
Procedure Code(s)
*Can Member sign the driver's log? ● Yes ○ No

Comments

Additional Comments

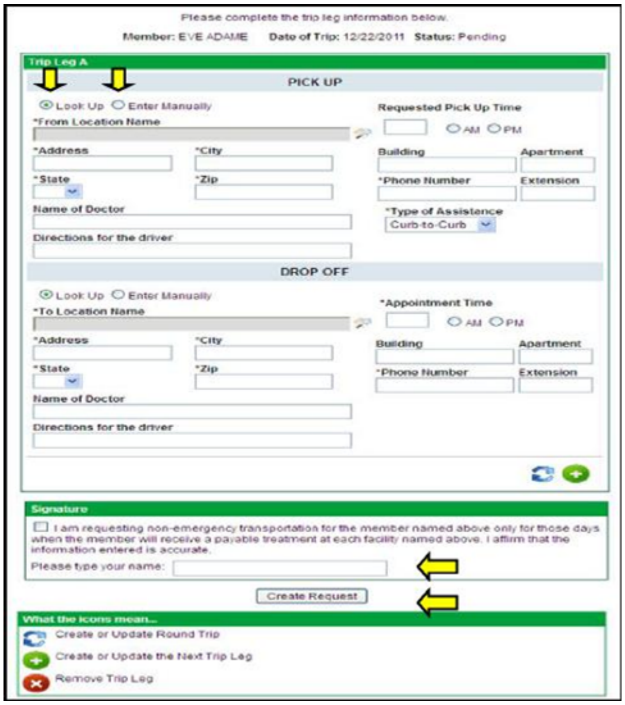
Please provide the Nature of Appointment.

Entering the Trip Legs

In the *Trip Leg Information* screen, *Trip Leg A* is the initial pick up to the drop off location. You can create a round trip, add multiple trip legs, or submit the request for a one-way trip. The member's address auto populates as the default pick up location if it is in the Modivcare system. If the address is not found or the pickup location is not the member's residence, use the **Look Up** radio button or enter address manually. Manually entered addresses are validated in the Modivcare system when you save the trip leg.

1. In the *Trip Leg Information* screen, the **Look Up** radio button is the default selection to open the *Location Look Up screen*

   Or
2. Click the **Enter Manually** radio button to access the location fields and manually enter the pickup address
3. Complete all fields within the *Pickup* and *Drop Off* sections
4. In the *Signature* section, click the checkbox and fill in the **Please type your name** field as your digital signature. (Enter the signature after providing all trip legs and you are ready to submit your trip request)
5. After reviewing all trip info for accuracy, click the **Create Request** button



Please complete the trip leg information below.

Member: EVE ADAME Date of Trip: 12/22/2011 Status: Pending

*Type of Assistance: Curb-to-Curb

☐ I am requesting non-emergency transportation for the member named above only for those days when the member will receive a payable treatment at each facility named above. I affirm that the information entered is accurate.

Please type your name:

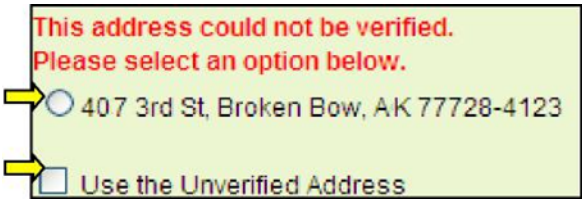
Trip Leg A
PICK UP
● Look Up ○ Enter Manually
*From Location Name
Requested Pick Up Time
○ AM ○ PM
*Address
*City
Building
Apartment
*State
*Zip
*Phone Number
Extension
Name of Doctor
Directions for the driver
DROP OFF
● Look Up ○ Enter Manually
*To Location Name
*Appointment Time
○ AM ○ PM
*Address
*City
Building
Apartment
*State
*Zip
*Phone Number
Extension
Name of Doctor
Directions for the driver
Signature
Create Request
What the icons mean...
Create or Update Round Trip
Create or Update the Next Trip Leg
Remove Trip Leg

Note: Click the **Create or Update Round Trip** button to copy the info from Trip Leg A and create Trip Leg B for the member's round trip

Click the **Create or Update Next Trip Leg** button to copy the drop off info from Trip Leg A and open Trip Leg B. After entering Trip Leg B, you can repeat the process to enter additional legs (C, D, etc.)

Click the **Remove Trip Leg** button to cancel or remove a trip leg

Note: If address cannot be validated, the *This address could not be verified* prompt appears. Click the validated address or **Use the Unverified Address** radio button to maintain your entered address



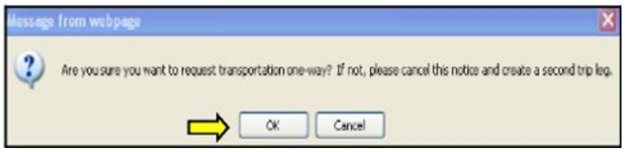
This address could not be verified.
Please select an option below.

○ 407 3rd St, Broken Bow, AK 77728-4123

☐ Use the Unverified Address

Or

6. If you are requesting a one way trip and do not need another trip leg, click the **Submit Request** button
7. When the *Are you sure you want to request transportation one-way?*....prompt appears, click the **OK** button to confirm this is a one-way trip



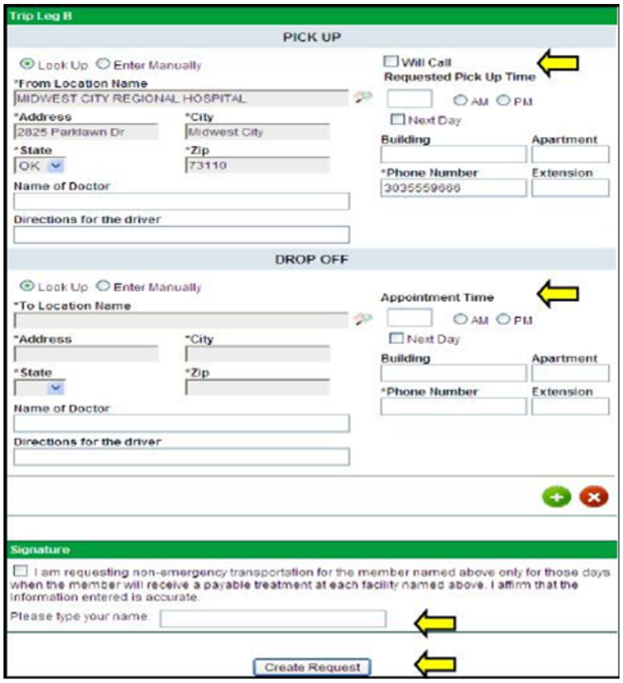
Message from webpage

Are you sure you want to request transportation one-way? If not, please cancel this notice and create a second trip leg.

Adding Additional Trip Legs

Additional trip legs follow the same format used when entering Trip Leg A with a few exceptions. The new trip leg uses the *Drop Off* location from the previous leg as the Pick Up location

1. In the *Trip Leg B* screen within the *Pick Up* section, click the **Will Call** checkbox if member is contacting LogistiCare when ready to be picked up from this leg of the trip Or
2. Enter **Requested Pick Up Time** when member should be picked up from this location
3. Click the **Next Day** checkbox if the pickup time will be the next day. (Ex: appt is at 9:00 pm, but member needs to be picked up at 2:00 am the next day)
4. In *Drop Off* section enter the **Appointment Time** for this trip or click the **Will Call** checkbox if member is contacting LogistiCare with a return time for this leg of the trip
5. When all info has been provided for the trip legs, complete the *Signature* section, and then click the **Create Request** button



*From Location Name: MIDWEST CITY REGIONAL HOSPITAL

*Address: 2825 Parklawn Dr

*City: Midwest City

*State: OK

*Zip: 73110

*Phone Number: 3035559666

☐ I am requesting non-emergency transportation for the member named above only for those days when the member will receive a payable treatment at each facility named above. I affirm that the information entered is accurate.

Please type your name:

Trip Leg B
PICK UP
● Look Up ○ Enter Manually
☐ Will Call
Requested Pick Up Time
○ AM ○ PM
☐ Next Day
Building
Apartment
Extension
Name of Doctor
Directions for the driver
DROP OFF
● Look Up ○ Enter Manually
*To Location Name
Appointment Time
○ AM ○ PM
☐ Next Day
*Address
*City
Building
Apartment
*State
*Zip
*Phone Number
Extension
Name of Doctor
Directions for the driver
Signature
Create Request

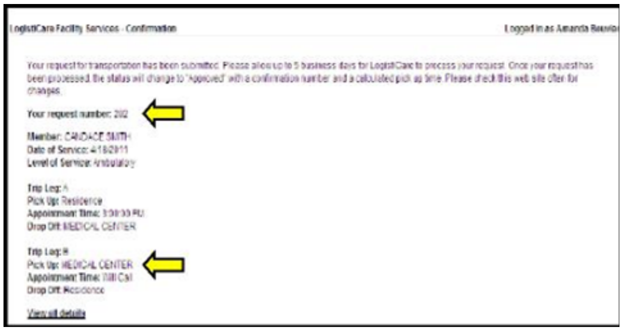
Note: Click the **Next Trip Leg** button to copy the Drop Off info from the current leg and open the next leg of the trip

Click the **Remove Trip Leg** button to remove or cancel current trip leg without changing other trip legs

Trip Request Confirmation

When you have completed your entries and saved your request, a *Confirmation* screen provides a summary of the trip and displays the trip request number at the top of the screen.

To see additional trip details or to make any changes to the request, click the **View all details** link at end of the *Modivcare Facility Services - Confirmation* screen to open the *Trip Detail* screen


LogistiCare Facility Services - Confirmation
Logged in as Amanda

Your request for transportation has been submitted. Please allow up to 5 business days for LogistiCare to process your request. Once your request has been processed the status will change to "Approved" with a confirmation number and a calculated pick up time. Please check this web site often for changes.

Your request number: 202

Member: CANDACE SMITH
Date of Service: 4/18/2011
Level of Service: Ambulatory

Trip Leg: A
Pick Up: Residence
Appointment Time: 3:00:00 PM
Drop Off: MEDICAL CENTER

Trip Leg: B
Pick Up: MEDICAL CENTER
Appointment Time: Will Call
Drop Off: Residence

View all details

Note: Although you have entered the trip request, it must still be reviewed by Modivcare for approval. You must later search for and review your trip request to verify if it has been coded: Approved, Denied or Rejected (inaccurate or missing information.) If your request has been approved you can retrieve the trip number.

Using the Location Look Up

The Location Look Up allows you to quickly look up the addresses of healthcare facilities and other locations. This feature is helpful when the pickup or drop off location is not the same as the default address.

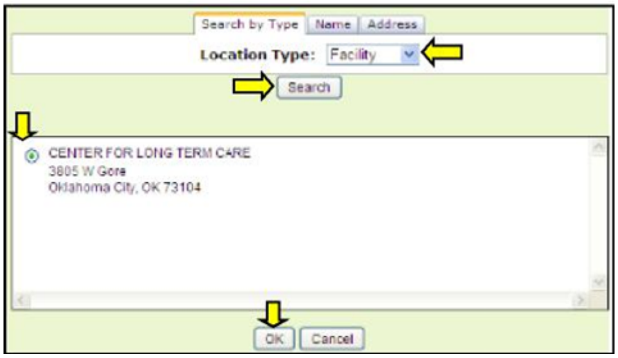
Within any *Trip Leg* screen, you may click the **Look Up** icon to open the *Search by Type, Name,* and *Address* screen.

Search by Location Type

Within the *Search by Type, Name, and Address* screen, the *Search by Type* tab provides two options in the drop down menu: **Facility** and **Residence.**

- The **Facility** option displays the facilities you are associated with. These associations are part of your user setup and managed by the FSW Administrator.
- The **Residence** option searches the Modivcare system for the rider's residential address.

1. In the *Search by Type* tab, within the **Location Type** field, select **Facility** or **Residence** from the drop down menu, then click the **Search** button
2. In the *Search* section scroll through the results list
3. Select the radio button of the appropriate location name, and then click the **OK** button to populate the location address in the *Trip Leg* screen
   Or
4. Without selecting a location, click the **Cancel** button to return to the *Trip Leg* screen and manually enter the *Pick Up* or *Drop Off* info



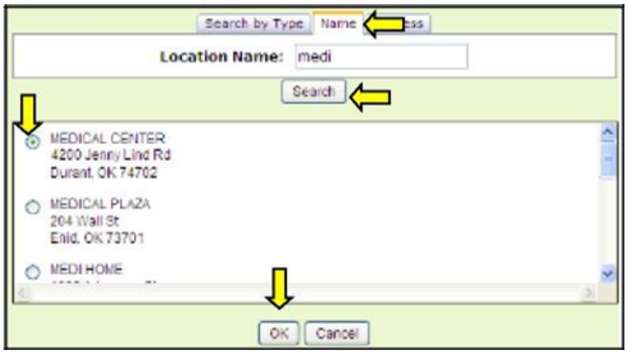
Location Type: Facility

◉ CENTER FOR LONG TERM CARE
3805 W Gore
Oklahoma City, OK 73104

Search by Location Name

In the *Search by Type, Name, and Address* screen, the *Name* tab provides the search by **Location Name** field. Within this field, you may search for locations by entering all or part of a facility name. The results are based on the member's insurance type and show the facilities associated with that agency matching your search criteria.

1. In the *Name* tab, within the **Location Name** field, enter all or part of the facility name and then click the **Search** button. Results matching your entry are listed alphabetically
2. Select the radio button of the appropriate location name, and then click the **OK** button to populate the location name and address in the *Trip Leg* screen
   Or
3. Without selecting a location, click the **Cancel** button to return to the *Trip Leg* screen and manually enter the *Pick Up* or *Drop Off* info



Location Name: medi

◉ MEDICAL CENTER
4200 Jenny Lind Rd
Durant, OK 74702

○ MEDICAL PLAZA
204 Wall St
Enid, OK 73701

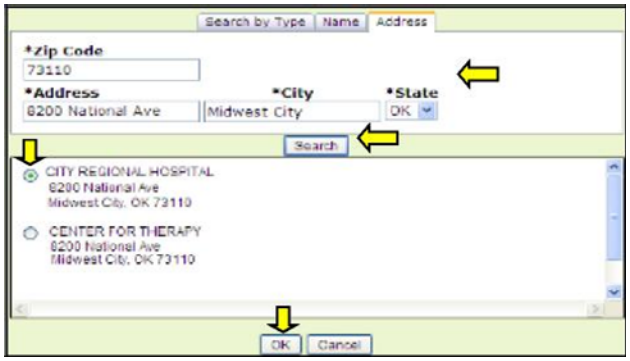
○ MEDI HOME

Search by Address

In the *Search by Type, Name, and Address* screen, the *Address* tab helps you identify the facilities located at a specific address. You must know the complete address to use this function.

1. In the *Address* tab, provide the appropriate info within the **Zip Code, Address, City**, and **State** fields. You must enter an exact match, including the correct street designation (ex: Dr., St., or Ave.)
2. Then click the **Search** button to see all facilities located at that address
3. Select the radio button for the appropriate location name, and then click the **OK** button to populate the location name and address to the *Trip Leg* screen
   Or

4. Without selecting a location, click the **Cancel** button to return to the *Trip Leg* screen and manually enter the *Pick Up* or *Drop Off* info


Search by Type
Name
Address
Search
OK
Cancel

*Zip Code 73110
*Address 8200 National Ave
*City Midwest City
*State OK

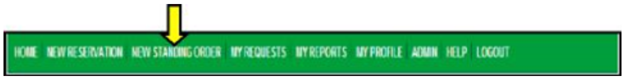
○ CITY REGIONAL HOSPITAL
8200 National Ave
Midwest City, OK 73110

○ CENTER FOR THERAPY
8200 National Ave
Midwest City, OK 73110

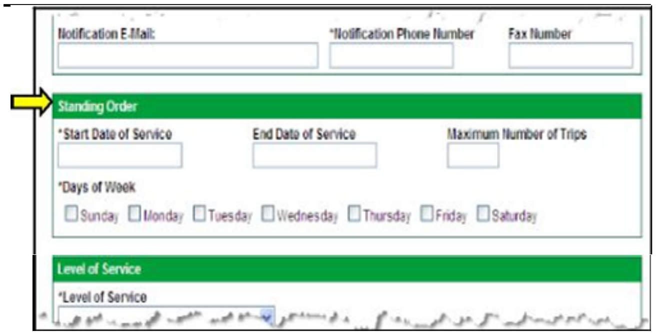
Entering a Standing Order

A standing order is used to schedule a member's multiple trips in advance, to the same location and is good for up to three months. After three months, they must be recertified by Modivcare to ensure the trip continues to be necessary. (Ex: dialysis treatments, adult day care, or physical therapy may require a standing order.)

At the top of any screen, within the main menu, select **NEW STANDING ORDER** to open a new standing order request form.


HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT

The information required for a Standing Order request includes many of the member and trip fields required for a new trip request. However, within the *Standing Order* section of the request form, info for a Standing Order includes: the **Start Date of Service, End Date of Service, Maximum Number of Trips** and **Days of Week** fields.


Notification E-Mail:
*Notification Phone Number
Fax Number
Standing Order
*Start Date of Service
End Date of Service
Maximum Number of Trips
*Days of Week
☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday
Level of Service
*Level of Service

***Start Date of Service** This is a required field and is the first date the preschedule will become a reservation. This date must fall on one of the **days of the week** for this trip. It must also be at least **5 business days after the current date** to allow for Modivcare processing. (Use MMDDYYYY format or click field to open calendar and select the date.)

End Date of Service If the standing order has an end date, enter the last date for a trip reservation. If the standing order is indefinite, leave this field blank.

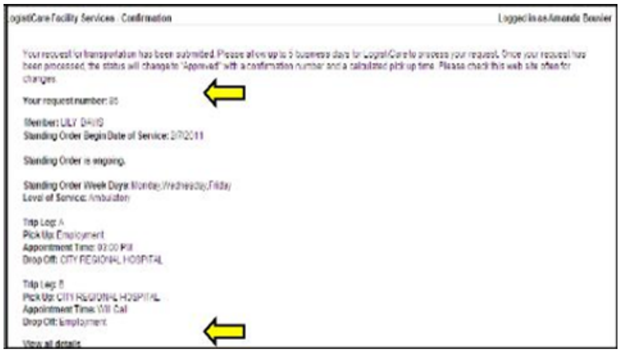
Maximum Number of Trips Enter the number of authorized trips for this standing order. If the standing order is indefinite, leave this field blank

***Days of Week** In this required field, select the days of the week the trip will be made

Standing Order Request Confirmation

When you have completed your entries and saved your request, the *Modivcare Facility Services - Confirmation* screen provides a summary of the standing order and displays the request number.

To see additional trip details or to make any changes to the request, click the **View all details** link at end of the *Modivcare Facility Services - Confirmation* screen to open the *Trip Detail* screen


ogistiCare Facility Services - Confirmation

Your request for transportation has been submitted. Please allow up to 5 business days for LogistiCare to process your request. Once your request has been processed, the status will change to 'Approved' with a confirmation number and a calculated pick up time. Please check this web site often for changes.

Your request number:

Member: LILY DAVIS
Standing Order Begin Date of Service: 2/7/2011

Standing Order is ongoing.

Standing Order Week Days: Monday,Wednesday,Friday
Level of Service: Ambulatory

Trip Leg: A
Pick Up: Employment
Appointment Time: 03:00 PM
Drop Off: CITY REGIONAL HOSPITAL

Trip Leg: B
Pick Up: CITY REGIONAL HOSPITAL
Appointment Time: Will Call
Drop Off: Employment

View all details

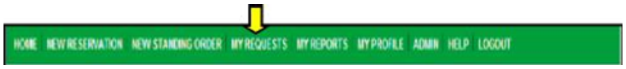
Finding and Viewing Trip Requests

You can look up trip requests that you and others at your facility have entered for your members. The FSW user management system is set up so you can also view and edit requests created by:

- Your FSW user manager
- Other users under your manager
- Users that you manage

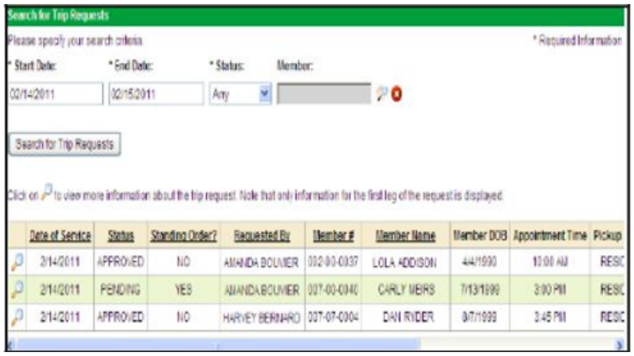
Your search results, list trip requests according to the date, status, and member search criteria you enter. From the list, you can open individual requests to make changes, corrections or withdraw the request.

1. At the top of the screen, in the main menu, select **MY REQUESTS** to open the *Search for Trip Requests* screen


HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT

2. Enter date in the **Start Date** field. Default is today's date.
3. Enter date in the **End Date** field. Default is 30 days from today's date. (30 days is the maximum number of days you can use in your search criteria.)
4. Select the **Status** from the drop down menu. (Ex: **Pending**, **Rejected**, **Approved**, **Denied**, **Withdrawn**, or **Cancelled** requests.) **Any,** is the default status.
5. **Member** is an optional field. To limit search to trip request for a specific member, click the **Look Up** icon to open the *Find Member Search* screen. Provide member info for search
6. Then click the **Search for Trip Requests** button
Or

7. Click the **Remove** button to remove the member name from your search criteria



Please specify your search criteria

* Required Information

* Start Date: 02/14/2011

* End Date: 02/15/2011

* Status: Any

Member:

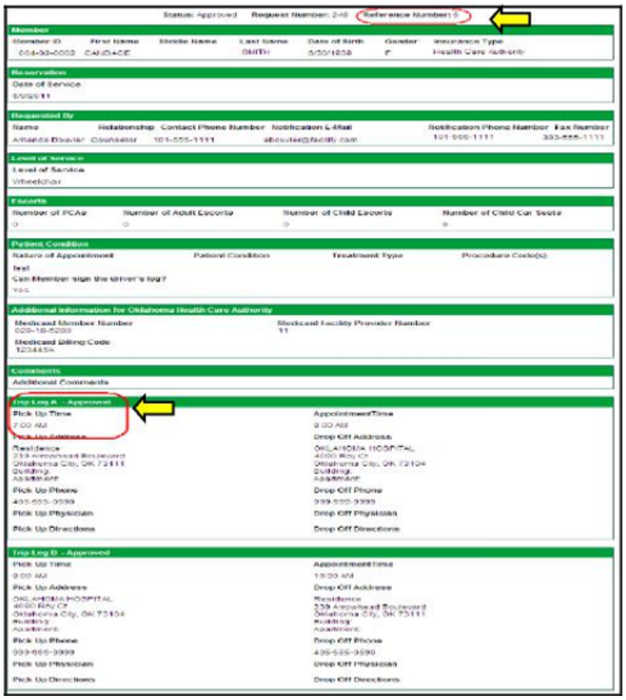
Click on to view more information about the trip request. Note that only information for the first leg of the request is displayed.

	Date of Service	Status	Standing Order?	Requested By	Member #	Member Name	Member DOB	Appointment Time	Pickup
	2/14/2011	APPROVED	NO	AMANDA BOUVIER	002-00-0037	LOLA ADDISON	4/4/1990	10:00 AM	RESC
	2/14/2011	PENDING	YES	AMANDA BOUVIER	007-00-0040	CARLY MEIRS	7/13/1999	3:00 PM	RESC
	2/14/2011	APPROVED	NO	HARVEY BERNARD	007-07-0004	DAN RYDER	8/7/1999	3:45 PM	RESC

Note: Clicking an underlined column header sorts the column

Click the **View** icon, at left of columns to view request details or edit pending or rejected requests

Note: The *Status Approved* screen, displays a Reference Number at top of screen.
A Pick Up time appears on approved trip legs.
Each trip leg shows its status: pending, approved, denied, or rejected.

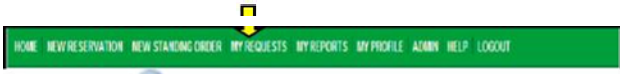


Modifying Trip and Standing Order Requests

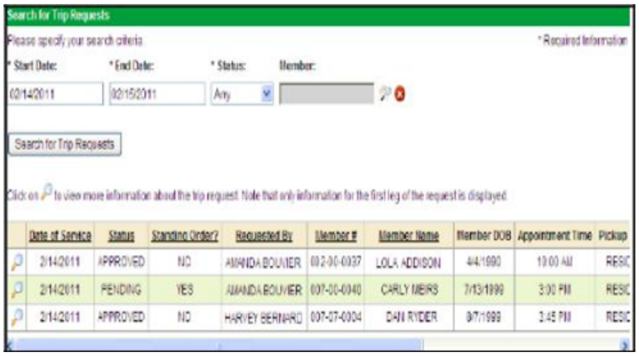
You can edit a trip request or standing order if the request is in Pending or Rejected status.

However, you cannot edit a request that is within 2 business days of the **Date of Service**. If the trip date is within 2 business days of the current date or within the minimum Advance Notice requirements of the contract, contact your LogistiCare Facility Representative.

1. At the top of the screen, in the main menu, select **MY REQUESTS** to open the *Search for Trip Requests* screen. (You can also find the pending or rejected reservation through the **Dashboard** by opening the list of trip requests for a specific date.)



2. Click the **View** icon to view the request



Please specify your search criteria

* Required Information

* Start Date: 02/14/2011

* End Date: 02/15/2011

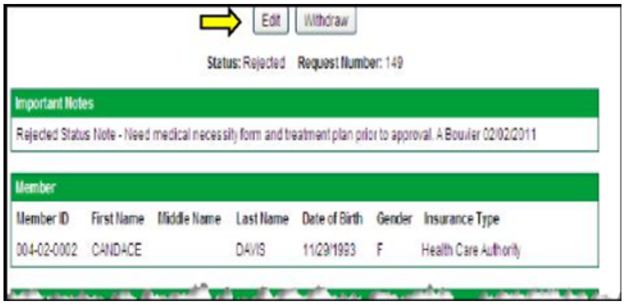
* Status: Any

Member:

Click on to view more information about the trip request. Note that only information for the first leg of the request is displayed.

	Date of Service	Status	Standing Order?	Requested By	Member #	Member Name	Member DOB	Appointment Time	Pickup
	2/14/2011	APPROVED	NO	AMANDA BOUVIER	002-00-0037	LOLA ADDISON	4/4/1990	10:00 AM	RESC
	2/14/2011	PENDING	YES	AMANDA BOUVIER	007-00-0040	CARLY MEIRS	7/13/1999	3:00 PM	RESC
	2/14/2011	APPROVED	NO	HARVEY BERNARD	007-07-0004	DAN RYDER	8/7/1999	3:45 PM	RESC

3. Click the **Edit** button to modify the request
4. The first screen displays the rider's information fields. You can edit any fields except the **Member** and **Date of Service** fields
5. Click the **Withdraw** button if you need to change **Member** or **Date of Service** fields to withdraw your request and then create a new request with the correct information



Status: Rejected Request Number: 149

Rejected Status Note - Need medical necessity form and treatment plan prior to approval. A Bouvier 02/02/2011

Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
004-02-0002	CANDACE		DAVIS	11/29/1993	F	Health Care Authority

6. Click the **Continue** button to open the trip legs and make the necessary changes
7. Complete the *Signature* section and then click the **Save Changes** button

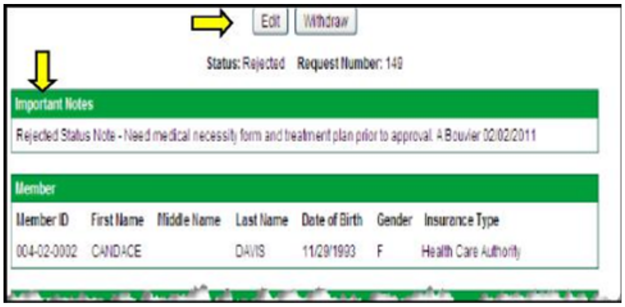
Note: Your changes are not saved until you open the *Trip Leg Edit* screen, make your changes, and then click the **Save Changes** button
The Pick Up and Drop Off location fields cannot be edited until you click the **Look Up** icon or select **Enter Manually** to update the fields
Manually entered changes are validated by the LogistiCare system when you click the **Save Changes** button
If you change the Drop Off location for a trip leg, you must also change the Pick Up location for the next leg

Modifying Rejected Requests

Any requests with inaccurate or missing information (needed to approve the request) will be rejected by the LogistiCare Facility Specialist.

At the top of the *Request* screen, in the *Important Notes* section, you will find the notes from the LogistiCare Facility Specialist, explaining why the request was rejected.

After reviewing the notes, you can edit and resubmit the request or withdraw the request. If you resubmit the request, the status changes to *Pending* approval by LogistiCare.



Status: Rejected Request Number: 149

Important Notes

Rejected Status Note - Need medical necessity form and treatment plan prior to approval. A Bouvier 02/02/2011

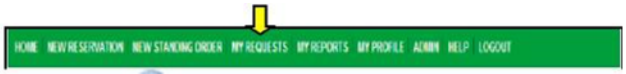
Member

Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
004-02-0002	CANDACE		DAVIS	11/29/1993	F	Health Care Authority

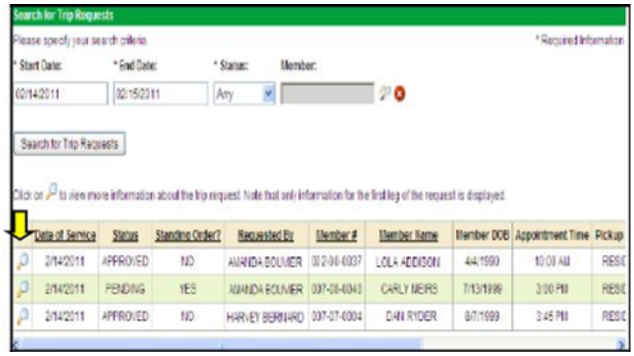
Withdrawing a Trip or Standing Order Request

You can withdraw a trip request or standing order if the request is in *Pending* or *Rejected* status. A withdrawn request can be viewed, but it cannot be reinstated or modified.
To withdraw a pending request:

1. At the top of the screen, in the main menu, select **MY REQUESTS** to find the pending or rejected request you wish to withdraw. You may also use the **Dashboard** list.



3. Click the 🔍 **View** icon to view the request



Search for Trip Requests

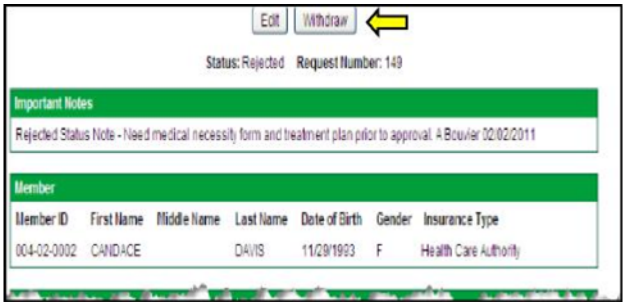
Please specify your search criteria * Required Information

* Start Date: 02/14/2011
* End Date: 02/15/2011
* Status: Any
Member:

Click on 🔍 to view more information about the trip request. Note that only information for the first leg of the request is displayed.

	Date of Service	Status	Standing Order?	Requested By	Member #	Member Name	Member DOB	Appointment Time	Pickup
🔍	2/14/2011	APPROVED	NO	AMANDA BOUVIER	002-00-0037	LOLA ADDISON	4/4/1990	10:00 AM	RESI
🔍	2/14/2011	PENDING	YES	AMANDA BOUVIER	007-08-0043	CARLY MEIRS	7/13/1999	3:00 PM	RESI
🔍	2/14/2011	APPROVED	NO	HARVEY BERNARD	007-07-0004	DAN RYDER	8/7/1999	3:45 PM	RESI

2. Click the **Withdraw** button



Status: Rejected Request Number: 149

Important Notes

Rejected Status Note - Need medical necessity form and treatment plan prior to approval. A Bouvier 02/02/2011

Member

Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
004-02-0002	CANDACE		DAVIS	11/29/1993	F	Health Care Authority

3. When the *Are you sure you want to withdraw...* prompt appears, click the **OK** button. The system then displays a message confirming that the request has been withdrawn.

Cancelling a Trip Reservation or Standing Order

Contact your Facility Representative to cancel an approved reservation or standing order.

Managing Denied Requests

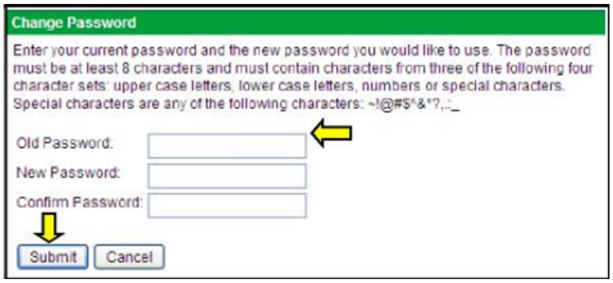
Occasionally, LogistiCare must deny services to a member. In some cases, a denial is based on the services LogistiCare has been contracted to provide. Contact your Facility Representative if you have questions regarding a denied request.

Managing Your Profile

You can change your Facility Services Website password as often as needed. Never share your login information with anyone. If you think someone has your login information, change your password immediately.

Because you are required to periodically change your password, you will receive a password expiration warning before your password expires. If you do not change your password during the warning period, you will automatically be redirected to the *Change Password* screen when you attempt to log into the system.

1. In the *Change Password* screen within the **Old Password** field, provide your current login password
2. In the **New Password** and **Confirm Password** fields, provide your new password
3. Then click the **Submit** button



Change Password

Enter your current password and the new password you would like to use. The password must be at least 8 characters and must contain characters from three of the following four character sets: upper case letters, lower case letters, numbers or special characters. Special characters are any of the following characters: ~!@#$^&*?,.:_

Old Password:
New Password:
Confirm Password:

If your new password is accepted, the *Password was changed successfully* prompt is displayed

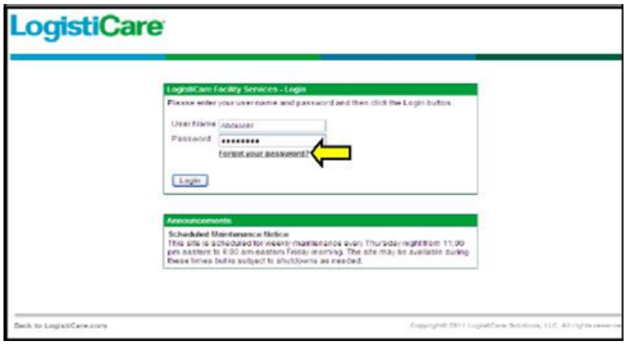
Note: You cannot reuse your current password or your previous 5 passwords
Your password must be at least 8 characters long and contain 3 of the following 4 groups:

- Uppercase letters **A-Z**
- Lowercase letters **a-z**
- Numbers **0-9**
- Special characters **~! @ # $ ^ & * ? , . : _**

Resetting Your Forgotten Password

If you forget your password, LogistiCare can send an email with a link to reset it. The link is sent to the email address listed in your user profile.

1. On the *Login* screen, click **Forgot Your Password?**
2. In the **User Name** field provide your info



LogistiCare Facility Services - Login

Please enter your user name and password and then click the Login button.

User Name
Password ••••••••

Announcements

Scheduled Maintenance Notice
This site is scheduled for weekly maintenance every Thursday night from 11:00 pm eastern to 6:00 am eastern Friday morning. The site may be available during these times but is subject to shutdowns as needed.

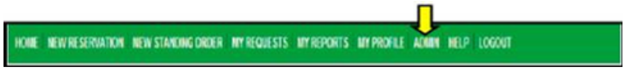
3. In the **Characters** field, enter the characters shown in the picture. The characters are all non-case sensitive letters (no zeros, ones or other numbers.) The image is used to distinguish a real person trying to validate the account from a computer attempting to defraud the system.
4. Then click the **Continue** button.
5. In the **challenge question** field(s) enter the appropriate answer(s)
6. Then click the **Submit** button
7. When the *Email message has been sent* prompt appears, click the **Back to Login** button
8. Go to your email, select the LogistiCare email and click the link provided in the email.
9. In the *Reset Password* screen within the **New Password** and **Confirm Password** fields, provide your new password
10. Then click the **Submit** button

Note: The emailed link is valid for 5 days before it expires.

Administrative Tasks

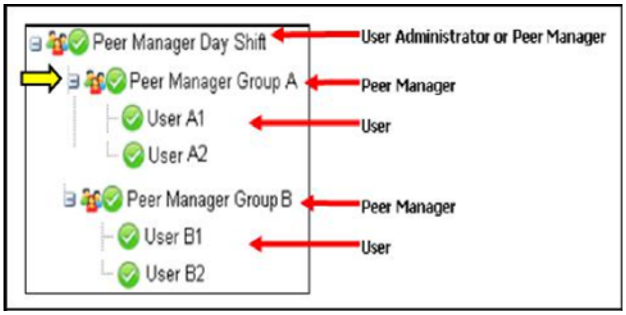
Administrative tasks, such as adding new users and managing user accounts, are available to users who are set up as User Administrators or Peer Managers.

Users without administrative permissions do not have the **ADMIN** option on the main menu and cannot open the *User Management* screen.


HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT

The FSW uses a hierarchy or “tree” to manage user accounts and administrative access. The user tree is much like the files and folders directory tree used to manage your computer files.

1. Click the plus sign next to the user name to open and display the users under that User Administrator or Peer Manager.
2. Click the minus sign to close the tree.


Peer Manager Day Shift
Peer Manager Group A
User A1
User A2
Peer Manager Group B
User B1
User B2
User Administrator or Peer Manager
Peer Manager
User
Peer Manager
User

Note: The icons identify user types and their status.

User Administrator or Peer Manager

User is active in the system

User is not active in the system

User is locked out of the system

There are three types of FSW users:

User Administrators: have access to the entire user tree, and can add new users, manage user accounts, reset passwords, and move any users.

Peer Managers: (or supervisors) can add and manage users who report directly to them, but have limited rights to manage user accounts assigned to other managers (or supervisors.) Peer Managers can access two trees:

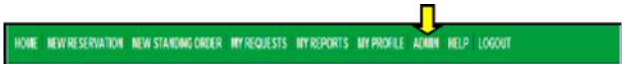
- their own tree with the users under their supervision
- a separate tree with other Peer Managers and the users in their trees

Users: do not have any administrative rights and do not have access to the *User Management* screen

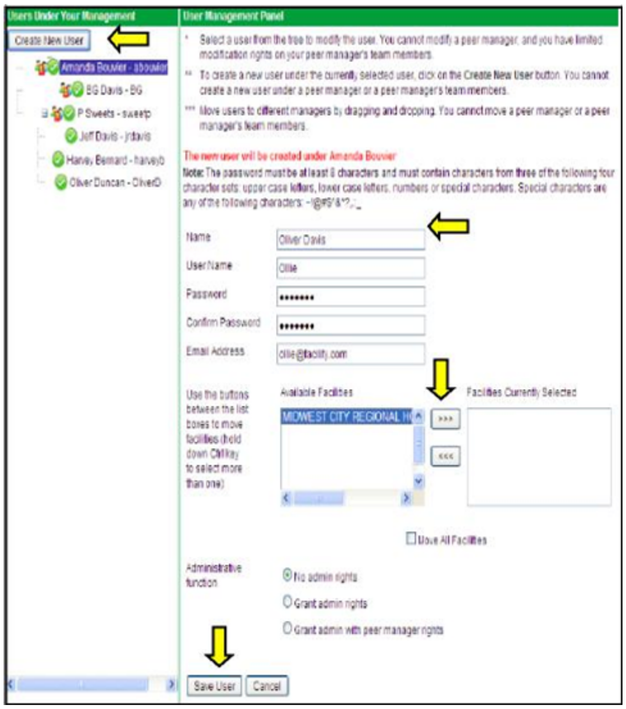
Adding New Users

User Administrators can add new users to any group. Peer Managers can add users only to their own tree. A user without administrative rights cannot have another user added to them.

1. In the main menu, select **ADMIN** and click **User Management** from the drop down menu


HOME
NEW RESERVATION
NEW STANDING ORDER
MY REQUESTS
MY REPORTS
MY PROFILE
ADMIN
HELP
LOGOUT

2. In the *Users Under Your Management* section, *you* are the default user. Therefore, you do not need to select a user to add users to your tree. However, if you are a User Administrator and wish to add a user under a Peer Manager, select that user
3. Click the **Create New User** button
4. In the *User Management Panel*, all fields are required. Within the **Name** field, enter the name of the user
5. In the **User Name** field, enter the login name for the user
6. In the **Password** and **Confirm Password** fields, enter the temporary password for the user
7. In the **Email Address** field, enter the email address to be used if the user must reset their password
8. In the **Available Facilities** section, select at least one facility from the list.
9. Click the >>> **right arrow** button to move the selected


Users Under Your Management
User Management Panel
Create New User
Amanda Bouvier - abouvier
BG Davis - BG
P Sweets - sweetp
Jeff Davis - jrdavis
Harvey Bernard - harveyb
Oliver Duncan - OliverD
Available Facilities
Facilities Currently Selected
>>>
<<<
Save User
Cancel

* Select a user from the tree to modify the user. You cannot modify a peer manager, and you have limited modification rights on your peer manager's team members.

** To create a new user under the currently selected user, click on the Create New User button. You cannot create a new user under a peer manager or a peer manager's team members.

*** Move users to different managers by dragging and dropping. You cannot move a peer manager or a peer manager's team members.

The new user will be created under Amanda Bouvier

Note: The password must be at least 8 characters and must contain characters from three of the following four character sets: upper case letters, lower case letters, numbers or special characters. Special characters are any of the following characters: ~!@#$'&*?.;_

Name: Oliver Davis
User Name: Ollie
Password: •••••••
Confirm Password: •••••••
Email Address: ollie@facility.com

Use the buttons between the list boxes to move facilities (hold down Ctrl key to select more than one)

Available Facilities: MIDWEST CITY REGIONAL H

☐ Move All Facilities

Administrative function
● No admin rights
○ Grant admin rights
○ Grant admin with peer manager rights

facilities to the **Facilities Currently Selected** section. (To select and move all available facilities, click the **Move All Facilities** checkbox and then click the **right arrow** button.) Your selected facilities, determines what is displayed in the **Search by Location Type: Facility** option for a pick up or drop off location

10. Click the appropriate **Administrative function** radio button to grant User Administrator or Peer Manager rights to this user. By default, new users are not granted administrative rights
11. Then click the **Save User** button
    Or
12. Click the **Cancel** button to exit without adding a new user

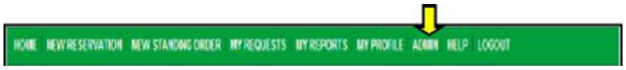
Note: The **left arrow** button moves selected facilities from the **Facilities Currently Selected** section, to the **Available Facilities** section.

Managing User Accounts

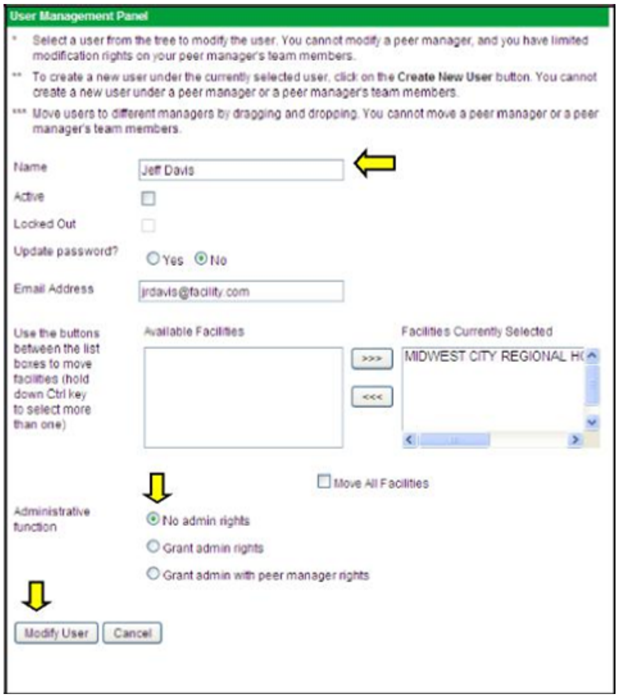
User Administrators can access any user account in their system. Peer Managers have full rights over the users in their tree, and limited rights to manage the accounts of users under other peer managers.

To modify or update a user account:

1. In the main menu, select **ADMIN** and click **User Management** from the drop down menu



2. In the *Users Under Your Management* section, select the user
3. In the *User Management Panel* edit or update the user account
4. Then click the **Modify User** button.
   Or
5. Click the **Cancel** button to close the screen without making any changes



User Management Panel

* Select a user from the tree to modify the user. You cannot modify a peer manager, and you have limited modification rights on your peer manager's team members.

** To create a new user under the currently selected user, click on the **Create New User** button. You cannot create a new user under a peer manager or a peer manager's team members.

*** Move users to different managers by dragging and dropping. You cannot move a peer manager or a peer manager's team members.

Name: Jeff Davis

Active: ☐

Locked Out: ☐

Update password? ○ Yes ● No

Email Address: jrdavis@facility.com

Use the buttons between the list boxes to move facilities (hold down Ctrl key to select more than one)

Available Facilities:

Facilities Currently Selected: MIDWEST CITY REGIONAL H

☐ Move All Facilities

Administrative function:
● No admin rights
○ Grant admin rights
○ Grant admin with peer manager rights

Note: **Name** is the user's real name, not their login user name.

Active checkbox is checked if the user's status is active. Uncheck the checkbox to inactive the user and disable their login.

Locked Out checkbox is checked if the user is locked out of the system because of failed login attempts. Unchecking the checkbox unlocks the user's account.

Update password? click the **Yes** radio button to enter a new password for the user. The new password must meet the minimum password requirements.

Email Address updates the user's email address

Available Facilities / Facilities Currently Selected modifies the user's selected facilities

Administrative function radio buttons set or change the user's administrative function. This option is only available to a User Administrator or the user's Peer Manager.

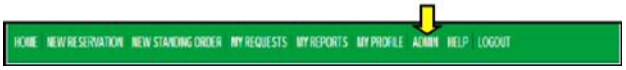
Managing User Groups

Depending on your administrative rights, you can move users between groups. The User Administrator can move users between any trees. Peer Managers can move users only within their own tree.

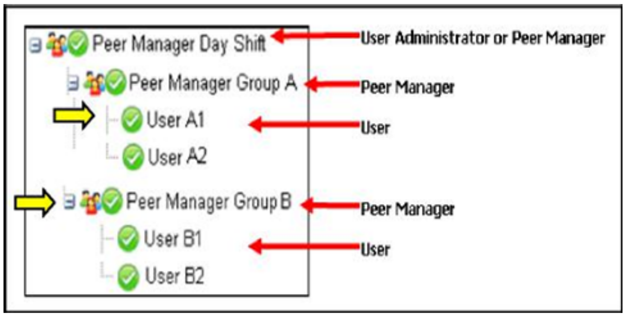
You may want to move a user or a group of users if a supervisor or manager is on vacation or leaves the company. You can "drag and drop" the user tree to an active supervisor or manager.

To move a user or group of users:

1. In the main menu, select **ADMIN** and click **User Management** from the drop down menu



2. In the *Users Under Your Management* section, press and hold the mouse button to select and "grab" the user. If you select a user who has users under them, you will move the entire tree
3. Drag the user to another a User Administrator or Peer Manager
4. Then release the mouse button to drop the user in the new location.



Things to Consider

1. Determine if your internet connection supports Microsoft Internet Explorer or Mozilla Firefox

2. Since the User Administrator will manage the user accounts, consider a manager or supervisor with computer skills
3. Consider a Peer Manager as a back up user, to add and manage users, but have limited rights to manage other mangers.
4. Determine your additional users
5. Determine what authorities your users will have. Who will be able to:
    - Correct or update user names, email addresses
    - Change user's status
    - Reset passwords
    - Modify list of facilities assigned to a user
    - Change administrative permissions
    - Move users to another group
6. Determine the type of trip requests users will access on the dashboard
7. Contact your local facility representative to sign up the User Administrator
8. Review the Facility Services Website user's manual
9. Keep the Quick Guide at hand for "at a glance" reference information