



## Provider Daily Requirements Reminder

The below daily requirements are contractual obligations. Failure to adhere to these requirements may result in liquidated damages, reduced trip volume, or removal from the program.

### Trip Cancellations

Trips that did not occur must be cancelled. Trips for the previous date of service should be cancelled by noon of each day. For example, Tuesday by noon, trips not completed on Monday's date of service should be cancelled. This can be performed on the provider web-portal under the cancel section.

**Failure to submit cancellation reports will result in a charge of \$100.00 per missing report up to a maximum of \$500.00 for any month.**

Your company may be penalized for failure to cancel trips daily and on-time. It is important that trips are cancelled to help minimize rider no shows, identify clients that no longer ride and reduce billing errors.

### REROUTING TRIPS

Provider must submit reroutes within 24 hours of receipt for advance notice trip reservations (i.e., received by Provider at least 36 hours prior to the scheduled pick up time).

**\$25 for each advance notice trip that is rerouted less than 24 hours before the scheduled pick-up time, not to exceed \$2,000 per month**

Trips assigned to your company less than 24 hours not confirmed by LogistiCare with your company, must be rerouted by 3:30 pm before the date of service. If your company reroutes after 3:30 and we can't find an alternate to run the trip at contract rate and have to pay a premium, you will be charged the incremental charge we incurred.

## COMPLAINTS

Please respond to complaints within 24 hrs from the time you receive them. We want to consider both sides. Failure to respond to complaints may lead to liquidated damages, reduced trip volume, or removal from the program.

**\$25 per working day or any part thereof for each day each report or other deliverable is late or unacceptable, not to exceed \$500 per month per occurrence. This provision will not apply if the cause of the delay is beyond the control of the Provider.**

When responding, please submit any documentation supporting your claim. If a client is a no show, we recommend you contact us to document a client no show. This will also help us identify habitual no show clients.

## DOWNLOADING TRIPS

This should be done 3 times daily, 10:00 am, 1:00 pm and a final download at 4:00pm before the date of service to ensure all trips assigned to your company are captured. Additional downloads will be required if your company accepts any trips after 4:00pm.