



## **NEW DEPARTMENT ANNOUNCEMENT**

### **PROVIDER RELATIONS GROUP (PRG)**

LogistiCare has a strong commitment to support the needs of our business partners. In an effort to meet that commitment LogistiCare has created a Provider Relations department to assist our business partners and LogistiCare staff.

The Provider Relations Group will help develop, maintain and strengthen relationships between providers, agencies and associations in support of the company's goals of being the leading transportation management firm in the country.

We believe our mission encompasses the development of tools and practices that improve provider operations and efficiencies while decreasing operating cost. We believe through mentoring and training we will help providers develop skills and will help make their businesses successful.

We also believe that our business partners have a right to a fair, honest, ethical, and professional relationship with LogistiCare and all of its employees.

As a part of our effort to develop, improve, and maintain open lines of communication and to build better relationships between providers and LGTC staff we created the LogistiCare Provider Help Desk (LPHD). LPHD will provide web, email, and telephone solutions to questions relating to transportation providers and their partnership with LogistiCare.

LPHD is intended to be an efficient way to assist contracted providers and LogistiCare staff to share information but is not intended to replace or circumvent local operations in their day to day working with their providers.

The help desk will be staffed from 9am to 5pm EST, Monday-Friday and can be accessed by providers or LGTC staff via email, fax or phone. Contact information is as follows:

**Provider Relations Group**  
503 Oak Place, Ste 550  
Atlanta, GA 30349  
1.866.431.4635 (direct line)  
1.877.352.5641 (fax)  
Email [Providerhelp@logisticare.com](mailto:Providerhelp@logisticare.com)