

## Logisticare MaineCare Brokerage

### Contact Information

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Logisticare is the NET MaineCare transportation broker for the following regions:

- Region 1 (All of Aroostook County, Danforth in Washington County, and Patten/Stacyville in Penobscot County)
- Region 2 (Hancock and Washington Counties excluding Danforth in Washington County and including Isle au Haut)
- Region 6 (Cumberland County excluding Brunswick and Harpswell)
- Region 7 (Androscoggin, Franklin and Oxford Counties)
- Region 8 (York County)

MaineCare trips are scheduled and coordinated through Logisticare's South Portland headquarters. Logisticare arranges trips through the least-cost alternatives which, depending on circumstances, may include trips through the Friends and Family program, volunteer trips, CAP agency trips, fixed route and flex route public transit providers, regional network transporters, taxi services, chair car providers and agency vehicles. Logisticare operates 15 of its own vehicles throughout Maine. Logisticare reports that 70% of its trips are standing order trips (e.g. regularly scheduled trips for dialysis).

There are capacity gaps, particularly in Regions 1 and 2. Logisticare's experience with transit providers is that they generally cannot accept long trips in agency vehicles, in part because ride share opportunities are not available and such trips divert drivers from other services. Logisticare uses its own drivers to do the expensive trips that other transporters do not accept. Logisticare's Maine operation is the only one in the country with its own fleet.

In addition to its own call center in South Portland, Logisticare has a call center in Connecticut, where there are a large number of staff members who speak Spanish and can assist Logisticare's staff when needed. Language barriers have been minor. The largest group of customers with limited English proficiency consists of Somalis, followed by Spanish and French customers. Logisticare uses the services of Language Line, but sometimes it is difficult to recognize the language being spoken. A normal reservation call takes about four minutes, but that increases to 20 minutes if the services of Language Line are needed. Logisticare is looking to establish a multi-cultural call center.

The transporter network has an average base rate of \$7, plus \$1.25 per mile for ambulatory riders. Logisticare has different rates for volunteers. For example, the rate in Region 8 is 50 cents per mile, but it is 44 cents per mile (the state rate) for certain types of trips sponsored by state agencies. The transporter network doesn't change very often.

The NET transportation providers serving Logisticare are shown on the next page.

Logisticare Transportation Brokerage NET Transporters		
NET Transportation Provider	Primary Region	Other Coverage Regions
Aroostook Cab Company	1	
ARTS (CAP)	1	
Arwo Medical Transportation	6	8
City Cab Co – Lewiston	7	
Community Concepts	7	6,8
Crown Transportation	8	6
Cumberland Transportation	6	7,8
Downeast Community Partners (WHCA)	2	
Express Transportation	6	7,8
Family Care Transportation	8	6
Here I Am Transport	7	
Jubba Transportation	6	8
Lunar Transportation LLC	7	6
Maine Transportation Lewiston	7	6
Maine Transportation Portland	6	8
Neuro Restorative	6	8
North East Health Services Inc.	6	7,8
On Time Transportation	6	7,8
Orange Taxi and Transportation	6	8
Pine State Transportation	6	7,8
Regional Transportation Program	6	
Ride Source	7	2,6,8
Safecare (Luce Transportation)	6	7,8
Shiretown Taxi	1	
Smart Transportation	8	6
Southern Maine Transportation	6	8
Springvale Taxi	8	6
Suja Transportation	7	6,8
Town Taxi	1	
United Ambulance	7	6,8
Universal Transportation	7	6
West Transportation	2	
Western Maine Transportation	7	4
World Transportation	8	6

Source: Logisticare

**Challenges**

- **Remote area service.** Providing rides in rural, remote areas of the state such as Regions 1 and 2 and the northern part of Region 7, is often challenging because there are few transportation providers and serving clients often involves travelling long distances that include unloaded miles. A related problem is that it’s harder to get people to appointments on time when the travel distances are greater.

- **Provider capacity.** Logisticare does not have sufficient transportation provider capacity in some areas, including Regions 1 and 2 and parts of Region 7. Logisticare has a small number of its own volunteers which have assigned routes.
- **Medical appointment scheduling.** It's difficult to car pool patients to the same facility because of long distances between different homes. However, it is feasible to transport multiple passengers between major communities such as Presque Isle and Bangor. Logisticare has had some success coordinating transportation to methadone treatment, but less with transportation for dialysis. There might be more opportunities for health care coordination if the state requirement about having members not wait too long for pickup following treatment can be changed. This standard is within the State's prerogative to amend.
- **Lack of on-line ticketing capacity.** It has been difficult to purchase tickets for people on the Casco Bay Ferry without physically going to the terminal.

MaineCare transportation would be enhanced if there were more scheduled bus services throughout the state. One example of a successful scheduled route is Logisticare's frequent use of the Cyr Bus service to transport patients between Aroostook County and Bangor. This often involves using an NET transporter to move a patient between their home and the Cyr Bus station. There is a need for similar, long-distance scheduled services in other parts of the state, especially in Region 2, and for increasing the capacity of the transportation network.

A more robust network could be used to transport MaineCare clients as well as members of the general public. The need for more services will likely increase as the population of Maine continues to age. Logisticare would be interested in participating in a statewide mobility management network and particularly in piloting an effort to increase efficiencies by working with medical providers to schedule appointments with transportation in mind, particularly from long distances.