Medical Provider and Member
IE 9.0 or greater
Electronic Data Interchange (EDI) Program - Facilities

Modivcare's facility website allows medical facilities to request trips and standing orders from Modivcare electronically. Modivcare will provide administrative logins to the web portal for each medical facility. The facility administrator can add additional users for that facility. The medical facility administrators will be required to manage access to the web portal for all other users at their facility.

To use the portal, you must register with our **Facilities department. The Medical Facility EDI Administrator User Form must be filled out, signed and faxed to the Modivcare Facility department. Fax: 1-866-779-5242.**

Modivcare has updated its Facility Website to make scheduling transportation faster and more efficient. The website can be used to:
- Schedule individual trips (with appropriate advance notice – urgent same day trips still need to be called in)
- Submit Standing orders
- Change standing orders (times, days, addresses & level of service)
- A facility can view all there standing order clients
- A facility can put a hold on a client's transportation (if hospitalized or out of town)
- Restart a standing order that has been on hold
- View the status of a transportation request
- Submit monthly recertification on line (There will be a monthly calendar for each standing order client with highlights of the days scheduled for transportation. If a client does not attend on a certain day the facility can just click on that day.)

Using the website will:
- Eliminate human error in scheduling transportation
- Eliminate problems involved with faxing in transportation
- Reduce time spent on the phone arranging transportation
- Identify clients with standing orders and or scheduled transportation for that day
- With the listing of all a facilities, clients with standing orders will be helpful with Holiday and hurricane changes

Member Services Website

Member Services Website Directions: There are specific steps that MUST be taken when using Modivcare Member Services website. To use the Member Services Website:
- The member's computer must have Internet access.
- A web browser that works with the website.
- And a current e-mail account.
- Once the member has scheduled at least one reservation with a CSR, they can register to use the Member Services Website.
- The member will self-register on the Member Services Web portal.
- Keep in mind a user ID can have only one specific email address.

The Member Services Web Portal URL: http://member.logisticare.com/
Member Registration
- The Modivcare Member Services Login screen is what the member will see when they access the Member Website. (Note: the site remains: http://member.logisticare.com).
- To register, first time users must click Sign Up.
- The Pre-register screen then appears for the member to complete
- The member will be sent the following email, to the email address they provided during preregistration.
- The member is asked to click or copy and paste the link provided in that email.
- The Verify Member Information screen then appears for the member to complete.
- The member will then click the Find Member button.
- Once the member has provided the info for all the fields within the Complete Registration screen and clicked the Complete Signup button, they are done with the registration process.