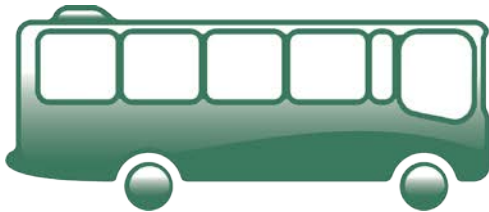


# Important Update and Reminder Notice

Our transportation provider, LogistiCare® has changed its name to ModivCare™. Same phone number, process and great member service!



**ModivCare™ administers SWH's non-emergent medical transportation benefits for members. This includes all level capabilities for transportation including ambulatory, wheelchair, stretcher, basic-life and advance life services.**

## Transportation for medical appointments:

- Members call 1-844-544-1391.
- For return trips/"where is my ride": Ride Assist can be reached at 1-844-544-1392.
- Facilities call: 1-855-483-6530.
- There is a 3-day advance notice requirement to schedule transportation.
- Hospital Discharge - does not require a 3-day advance notice.
- Hospital discharge planners should contact ModivCare's facility line directly to arrange same day requests at: 1- 855-483-6530 **\*The wait time for these trips may be longer than the typical 2 hour window.**
- Standing orders may be coordinated in advance with ModivCare™ by fax at 1-855-864-0954 or ModivCare™ website TripCare at [www.tripcare.logisticare.com](http://www.tripcare.logisticare.com)

**Please note: When calling for transportation services you must notify ModivCare™ if the member requires curb to curb or door to door service. To ensure transportation needs are met or if a medical escort is required, please notify ModivCare™ when scheduling. In addition, some vans can transport stretchers and an ambulance may not be required.**

**As of January 6, 2021, LogistiCare is officially ModivCare.**

*The following are updated frequently asked questions (FAQs) about our new brand. We are excited about our strategic shift to ModivCare, formerly LogistiCare!*

*If you have any additional questions, please contact your existing point of contact.*

## **Frequently asked questions for clients about our new brand**

### **Why is ModivCare, formerly LogistiCare, rebranding the company?**

As the leading Non-emergency Medical Transportation (NEMT) provider for the last 35 years, ModivCare, formerly LogistiCare, will continue to support its members with transportation services, while innovating ways to elevate the experience of this core service offering for its members. Now more than ever, consumers are demanding change in healthcare. Knowing this, ModivCare, formerly LogistiCare, feels a responsibility to use its resources and expertise to not only maintain its reputation as a NEMT leader, but also to drive cutting-edge access to care in the industry and create the future of healthcare that consumers want and deserve.

As a business, ModivCare, formerly LogistiCare, is transforming from a logistics company to a tech-enabled, value-based healthcare company, focused on the social determinants of health. We are excited to bring about a change within our organization that will lead the entire industry forward into a new era. Evolving our brand and our culture to reflect this change, focused on our purpose, ***Making Connections to Care***, will be an integral part of seeing that transformation through successfully.

### **How will the rebrand transform ModivCare, formerly LogistiCare, as a company?**

Our new brand is not just a new name – the new name and brand identity reflect a total re-imagining of our purpose, vision, and values, and a culture centered around the member. We are transforming as a business from a logistics company to a tech-enabled, value-based healthcare company, focused on the social determinants of health, and we are extremely excited about the opportunity before us. Through our new brand, we look forward to leading our peers and the industry as a whole into a new era.

### **What is changing as part of the rebrand?**

We have formally changed our company name from LogistiCare to ModivCare effective January 6, 2021, but the entity will otherwise remain intact. In addition, we are changing the following:

- Our name
- Our logo
- Our colors (*which are ADA compliant*)
- The way in which we answer the phone (*for the members' consideration, associates will answer the phone as **ModivCare, formerly LogistiCare**, for 12 months following the transition to our new name*).
- Our website (*for the members' consideration, our website will reference **ModivCare, formerly LogistiCare**, for 12 months following the transition to our new name*).

- Our culture is shifting to the member experience as our ‘true North,’ which is encompassed in our new values:

**Because we care...**

- We treat everyone with dignity and **RESPECT**
- We earn the **TRUST** of our members, and each other
- We provide **RELIABLE** services that open doors
- We serve with courtesy and **COMPASSION**
- We prioritize **SAFETY**
- We communicate with purpose and **TRANSPARENCY ...ALWAYS.**

**What is not changing as part of the rebrand?**

- Phone numbers and the way clients, members, facilities, and transportation providers contact us
- Our people – the member support team will remain the same
- Our commitment to every member – the rebrand will not impact the day-to-day support to the members and the services they rely upon
- The way members book their rides online with ModivCare, formerly LogistiCare – members will continue to use the same links to schedule their rides as they do today through the online booking system
- No board members or any of our corporate leadership team will be changing
- Our rebrand will not impact the day-to-day support to the members and the services they rely upon
- Our contracts and contractual commitments to you
- The ownership structure of the renamed entity and its organization as a limited liability company, including:
  - Our tax ID number
  - Our NPI number and State Medicaid ID numbers
  - Our EFT banking account payment information

**Is Simplura included in the rebranding?**

Simplura Health Group will be included in the rebrand during the integration of our two companies.

**How does this change affect members?**

Our hope is that our purposeful shift toward becoming a tech-enabled, value-based healthcare company, strengthened by our values-driven culture, will translate into a vastly better member experience that delivers consistent, positive healthcare outcomes and leads our industry into a new era.