

HOW TO USE THE LOGISTICARE SECURE, ON-LINE PORTAL

Sunshine Health offers transportation as part of your health plan coverage. Please take a moment to learn how to manage this benefit through LogistiCare's secure, on-line member portal.

BENEFITS OF USING THE PORTAL

- Request and manage your own non-emergent trips online without having to call the LogistiCare Call Center.
- 24/7 access, enter a trip request anytime, from anywhere.
- Ensures trip accuracy by eliminating manual trip request submissions.
- You can check the status of a trip, request or modify it.
- Eliminates the need to place request by phone, after first trip.

ONLINE REGISTRATION REQUIREMENTS

- Your computer must have Internet access and operate on Internet Explorer 8.0 or higher.
- Your computer must have a web browser that works well with your computer. Not all web browsers display web pages correctly. Older browsers may have trouble displaying more advanced features found on newer web pages.
- You must have a working e-mail account.
- Each user ID can only have a single e-mail address associated with it.
- LogistiCare's secure, on-line portal URL is <https://member.logisticare.com/>

HOW TO REGISTER

1. You will see the LogistiCare Member Services login screen when you access the site.
2. First time users must click "Sign Up."
3. The Pre-Register screen will appear for you to complete.
4. You will be sent a link via e-mail, to the e-mail address provided during pre-registration.
5. Click on to this link. The Verify Member Information screen will appear for you to complete.
6. You will then click the "Find Member" button.
7. A Complete Registration page will appear. Once you have provided information for all of the fields, click open the "Complete Signup" button. Your registration process is now complete.