NEMT Commission Meeting

December 19, 2023

Lindsey Lux, OMPP Chief of Staff & Deputy Director

Indiana Family and Social Services Administration

NEMT Commission Members

Name	Association		Name	Association
Vacant	Indiana Association of Rehabilitation Facilities		Sherri Hampton	American Senior Communities
Andrew VanZee	Indiana Hospital Association		Kristen LaEace	Indiana Association of Area Agencies on Aging
Eric Yazel, MD	Dept of Homeland Security		Maureen Lindsey	Fresenius Medical Care
Gary Miller	PROMPT Medical Transportation		Lindsey Lux	Family & Social Services Administration
Kim Dodson	Arc of Indiana		Rep. Jim Pressel	Indiana House of Representatives
Jim Degliumberto	Verida		Rep. Pat Boy	Indiana House of Representatives
James Fry	Steadfast Transportation, LLC		Sen. Vaneta Becker	Indiana Senate
Fern Mirkin	Fee For Service Member		Sen. Jean Breaux	Indiana Senate

Agenda

• **Welcome and Introductions** Slides 1-3	**Lindsey Lux, FSSA**
• **Verida Performance & Access** Slides 4-15	**Jim Degliumberto, Verida**
• **NEMT Contract Readiness Review** Slides 16-24	**Jami Sayeed, FSSA**
• **Wrap Up/Adjournment** Slides 25-27	**Lindsey Lux, FSSA**

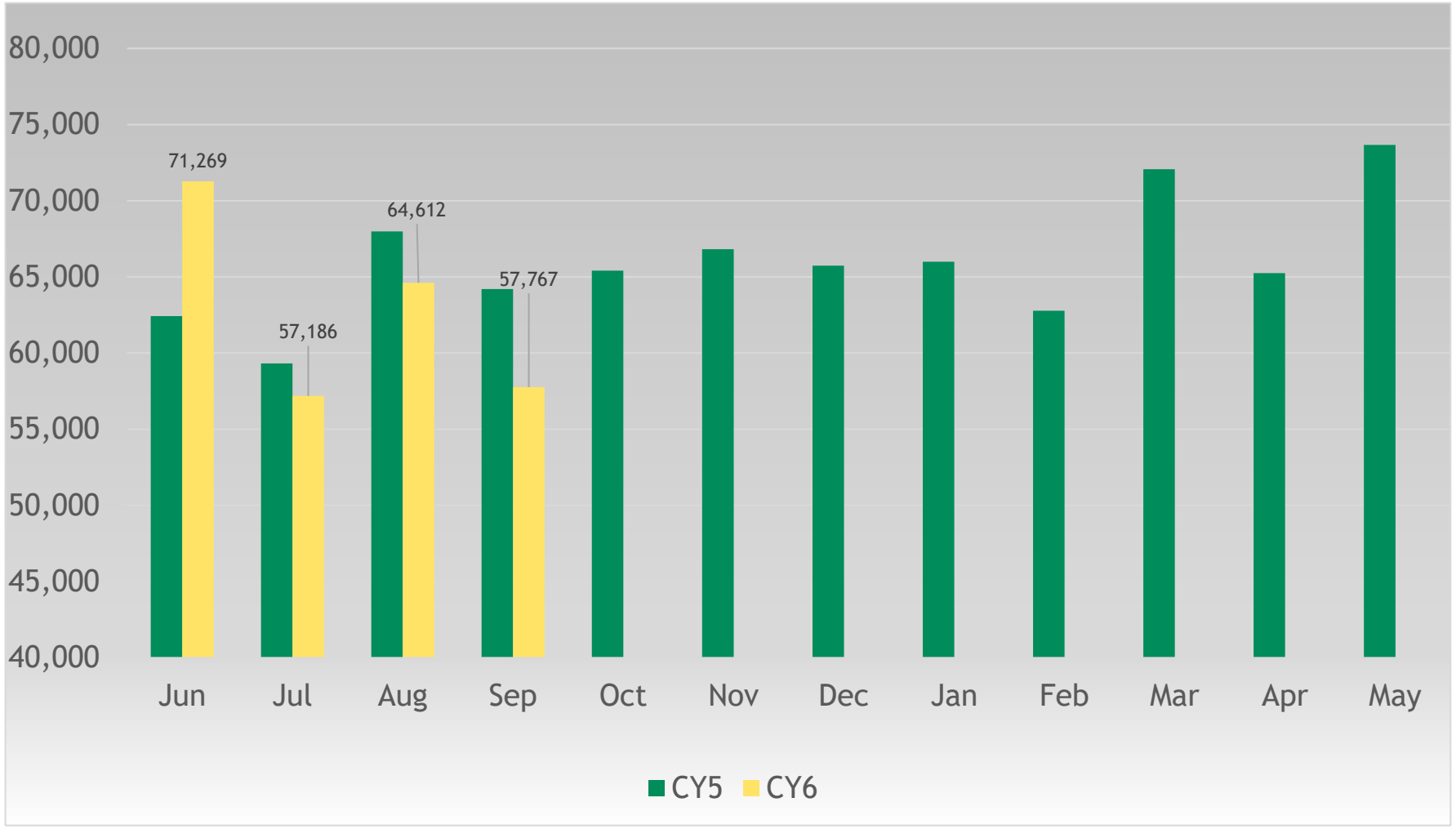
Verida Network Performance & Access

Jim Degliumberto, COO
Verida Inc.

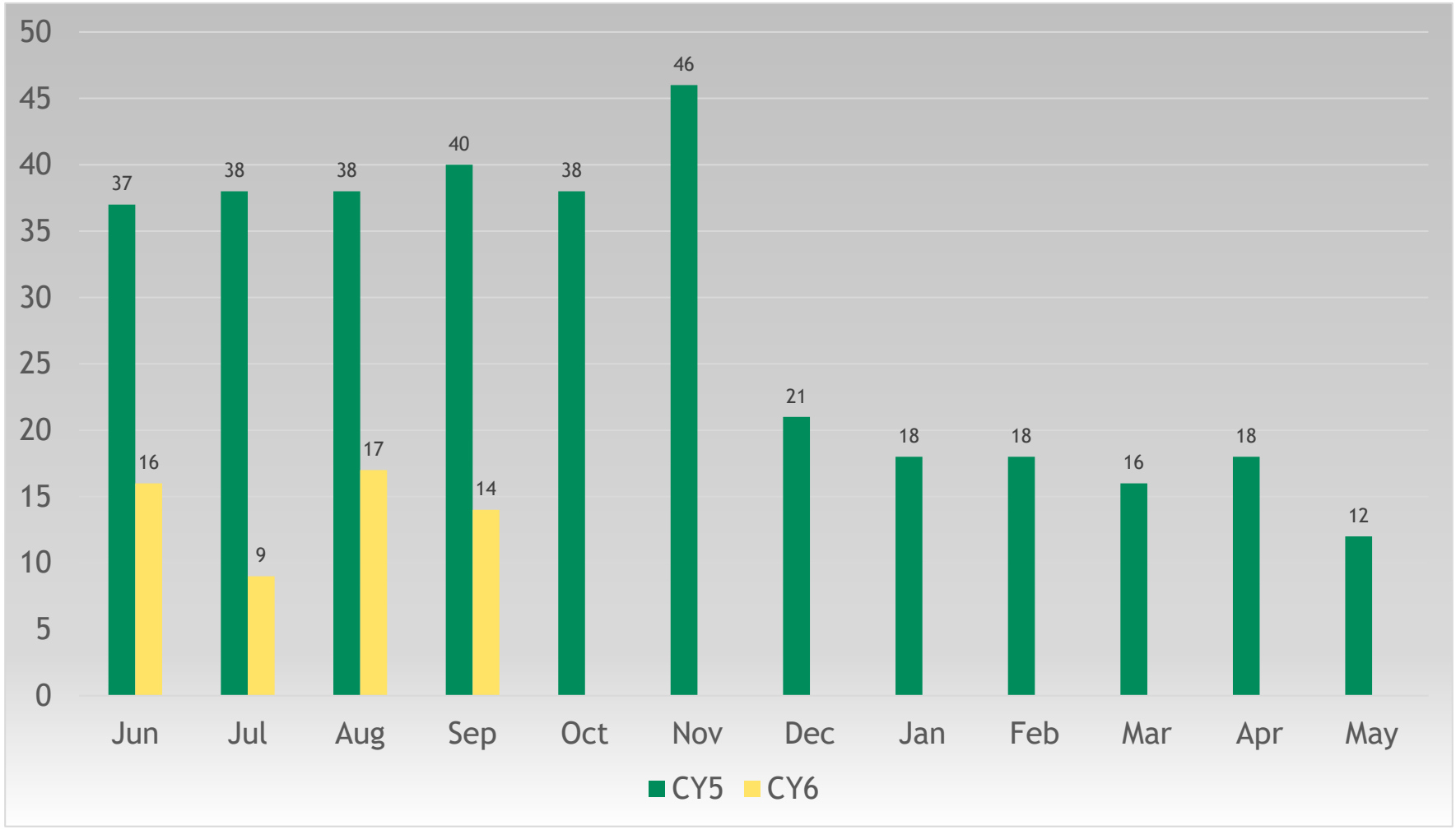
NEMT by the numbers

Q4 (CY5)	Q1 (CY6)	Monthly Average
49,755	40,031	Inbound calls
9,336	6,910	Members served
70,328	59,855	Trip Volume
97.3%	98.6%	Completion Rate (NPA)
45,160	44,126	Ambulatory
20,925	13,152	Wheelchair
728	570	Public Transit
1,816	2,006	Fuel Mileage Reimbursement
198	148	Active Providers
1,354	1,250	Active Vehicles

Trip Volume


80,000
75,000
70,000
65,000
60,000
55,000
50,000
45,000
40,000
71,269
57,186
64,612
57,767
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
CY5
CY6

Complaints



99.9% complaint free trips

Member Experience - Call Center

- Satisfaction rate averaged 96%.

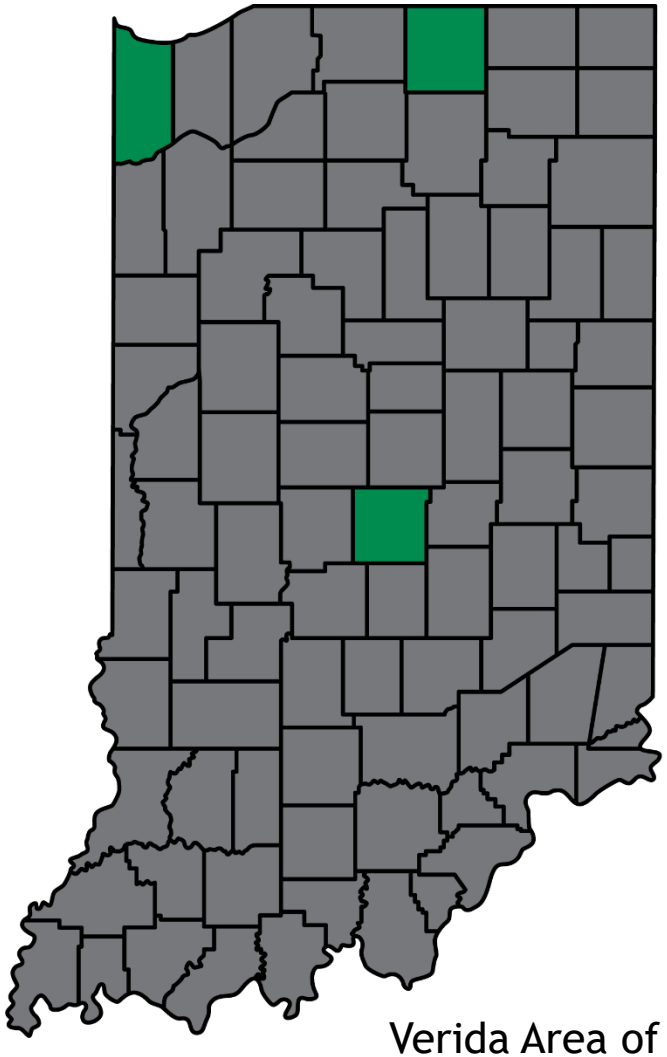
Month	Overall Satisfaction
Oct-22	100%
Nov-22	92%
Dec-22	100%
Jan-23	96%
Feb-23	98%
Mar-23	92%
Apr-23	96%
May-23	92%
Jun-23	96%
Jul-23	98%
Aug-23	98%
Sep-23	96%

Member Experience - Transportation Provider

- Overall Satisfaction rate averaged 94%

Month	Overall Satisfaction
Oct-22	92%
Nov-22	94%
Dec-22	98%
Jan-23	96%
Feb-23	96%
Mar-23	94%
Apr-23	92%
May-23	88%
Jun-23	98%
Jul-23	92%
Aug-23	96%
Sep-23	96%

Transportation Areas of Need



- Three Counties Remain
  - Elkhart
  - Lake
  - Marion
- Five counties removed since June 2023
  - Allen
  - Madison
  - Porter
  - Vanderburgh
  - Vigo

Transportation Provider Network

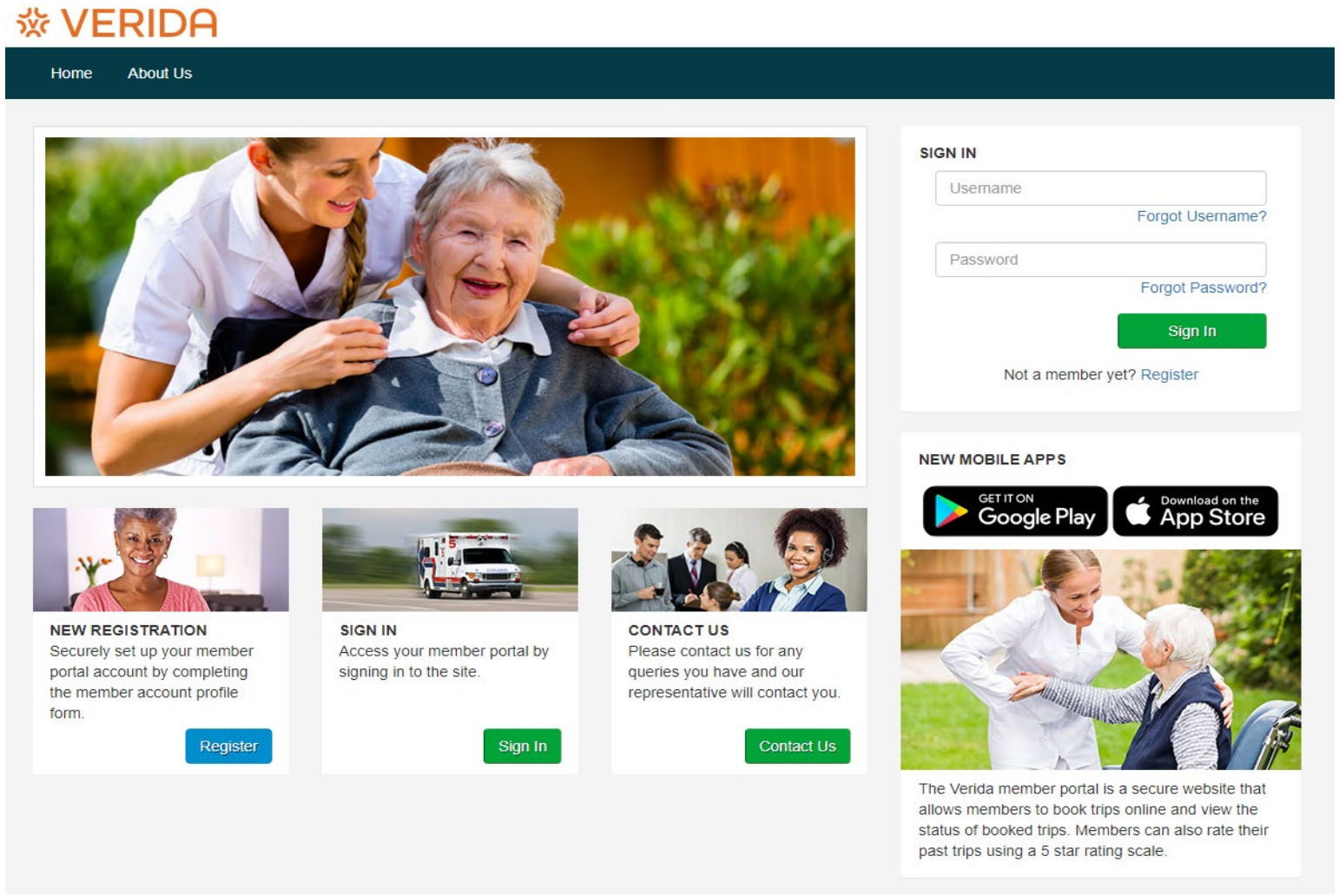
- New Transportation Providers (Sep 30th)
  - 12 in credentialing
  - 108 vehicles in pipeline
  - Focused recruitment in areas of need

- Existing Transportation Provider Network
  - 148 active providers
  - 1,250 active vehicle

Provider Safety (Q1)

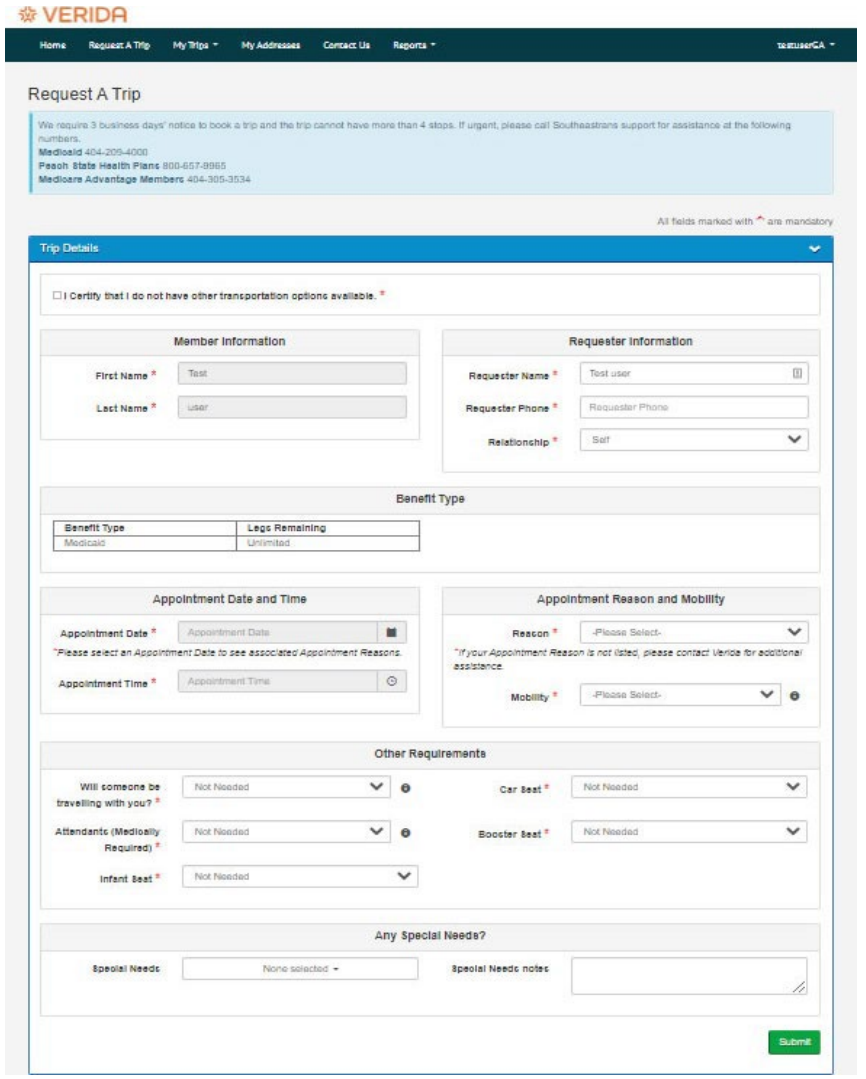
- Vehicle Inspections
  - 403 inspected
  - 100% Pass rate
- Spot Inspections
  - 198 completed
  - 100% pass rate
- Wheelchair securement inspections
  - 75 completed
- Accidents and incidents
  - 28 reported this CY
  - 99.99% trips completed without an accident

Member Technology - Member Web Portal



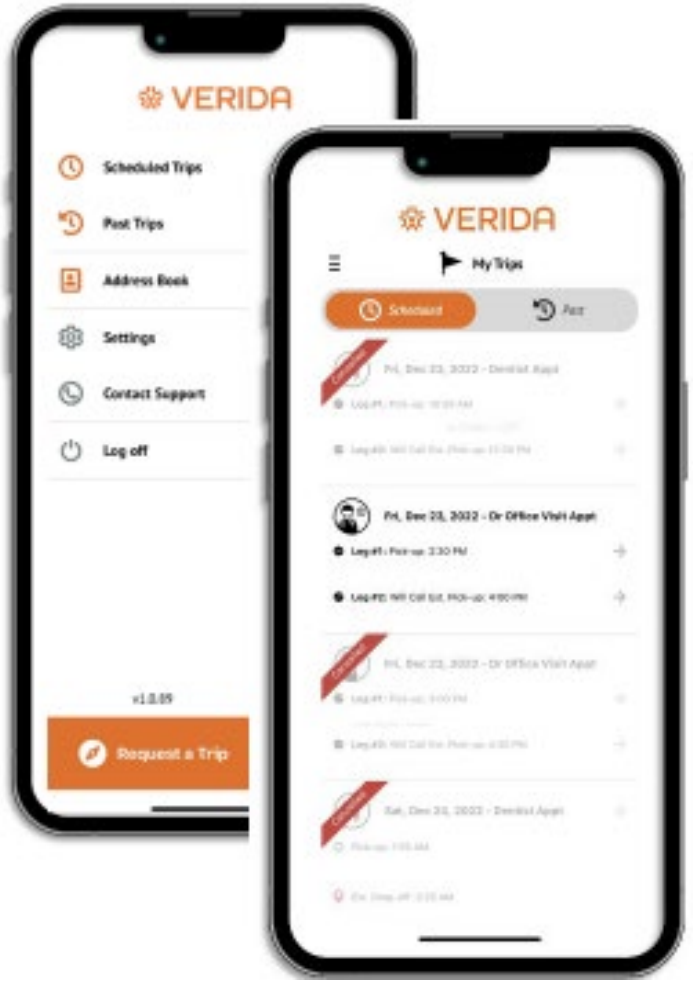
Member Technology - Member Web Portal Cont.

- Trip schedule
- Check status
- Contact Us
- Submit Complaint



Member Technology - Member App

- Android and Apple
- Trip Schedule
- Check Status
- Contact Us
- Submit Complaint
- Fuel Reimbursement



Readiness Review Update

Jami Sayeed, FSSA

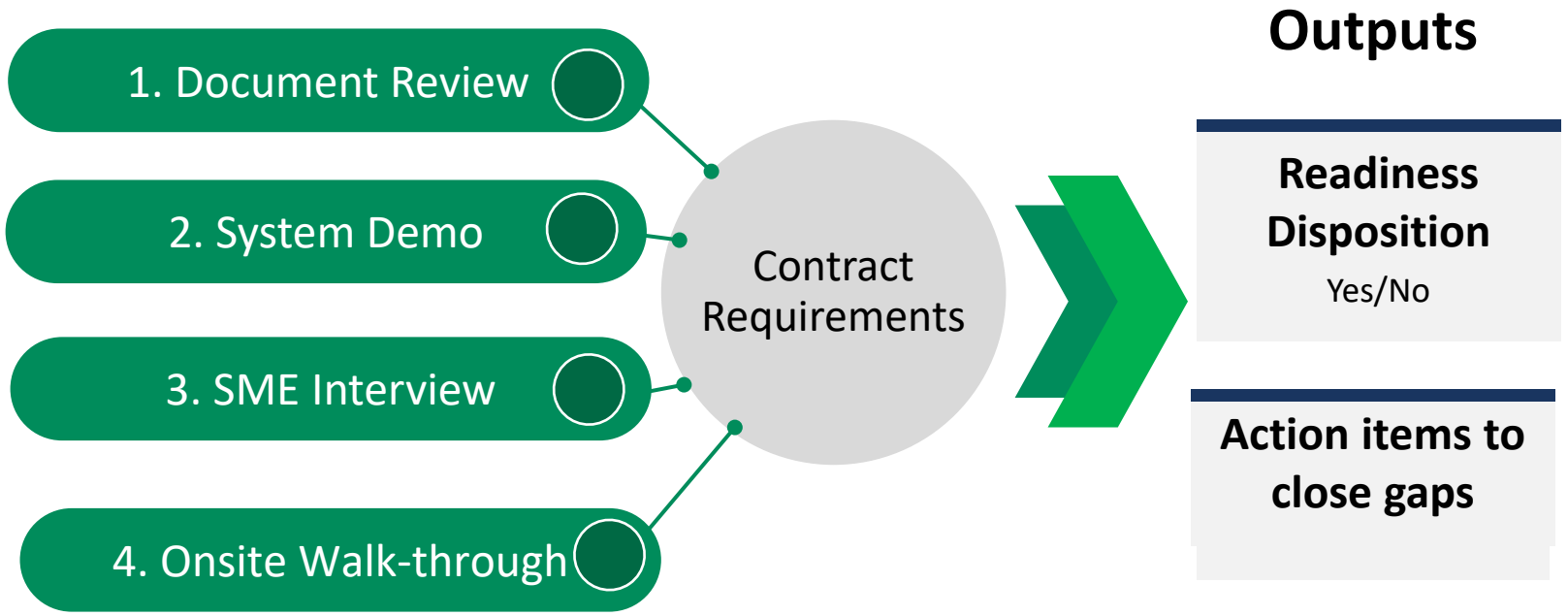
- **What is Readiness Review?**
- ***An assessment of the vendor's readiness to support contract requirements and performance standards***
- **Approach:**
  - **Align FSSA Leads and Verida Leads for contract sections or functional areas**
  - **Develop Readiness Review Log and other tools**
  - **Develop Validation Methodologies (VM) for contract requirements**
  - **Initiate Readiness Review with an Onsite Discovery Session**
  - **Readiness Review desk reviews and document submissions**
  - **Assess readiness (Y/N), identify and manage action items to close gaps**
  - **Conduct Onsite Walkthrough of Operations**

Readiness Review

Objective: **Ensure vendor readiness to comply with requirements of new contract**

Question: **Does FSSA have confidence that Verida is prepared to support the requirements of the new contract?**

Inputs (aka, Validation Methodologies)



Accomplishments to-date:

- ✓ Conducted Project Kickoffs with FSSA and Verida teams
- ✓ Established External Collaboration Site for FSSA and Verida
- ✓ Developed Readiness Review Log and other project support tools
- ✓ Developed comprehensive Validation Methodologies for Contract requirements
- ✓ Trained FSSA team on the Readiness Review lifecycle, including the document review process, use of Document Review and Demo Feedback Forms, document version control, and capturing of Readiness Review results
- ✓ Developed High-level Functional Area “groupings” of requirements to facilitate Onsite Discovery approach and agenda

Accomplishments to-date, cont.:

- ✓ Conducted the interactive Onsite Discovery Session with FSSA and Verida teams
- ✓ Published the initial document request and have 70 documents under FSSA review for evidence of readiness to comply with the new contract
- ✓ Established a prioritization and schedule for the delivery of additional documents
- ✓ Scheduled an initial set of demonstrations and Subject Matter Expert interviews
- ✓ Initiated transition planning of Pathways for Aging Program members

Sample Validation Methodologies for RFP Focus Areas:

Note: These are a sample of the validation methodologies aligned to the RFP Focus Areas and not a complete list.

Focus Area	Validation Methodologies
Complaint Investigation & Resolution	• Submit for review a summary report which lists and includes analysis of all complaints and appeals received. • Submit examples (or a demo) of the data analyses of complaint and appeal data.
Transportation Network Companies	• Submit for review TNC Engagement Plan with all required sections, as outlined in requirements. • Identify points of contact for ongoing maintenance of this Plan and managing relations with TNCs. • Perform a system demo to see how vehicle data are entered, maintained, billed, archived, and audited.

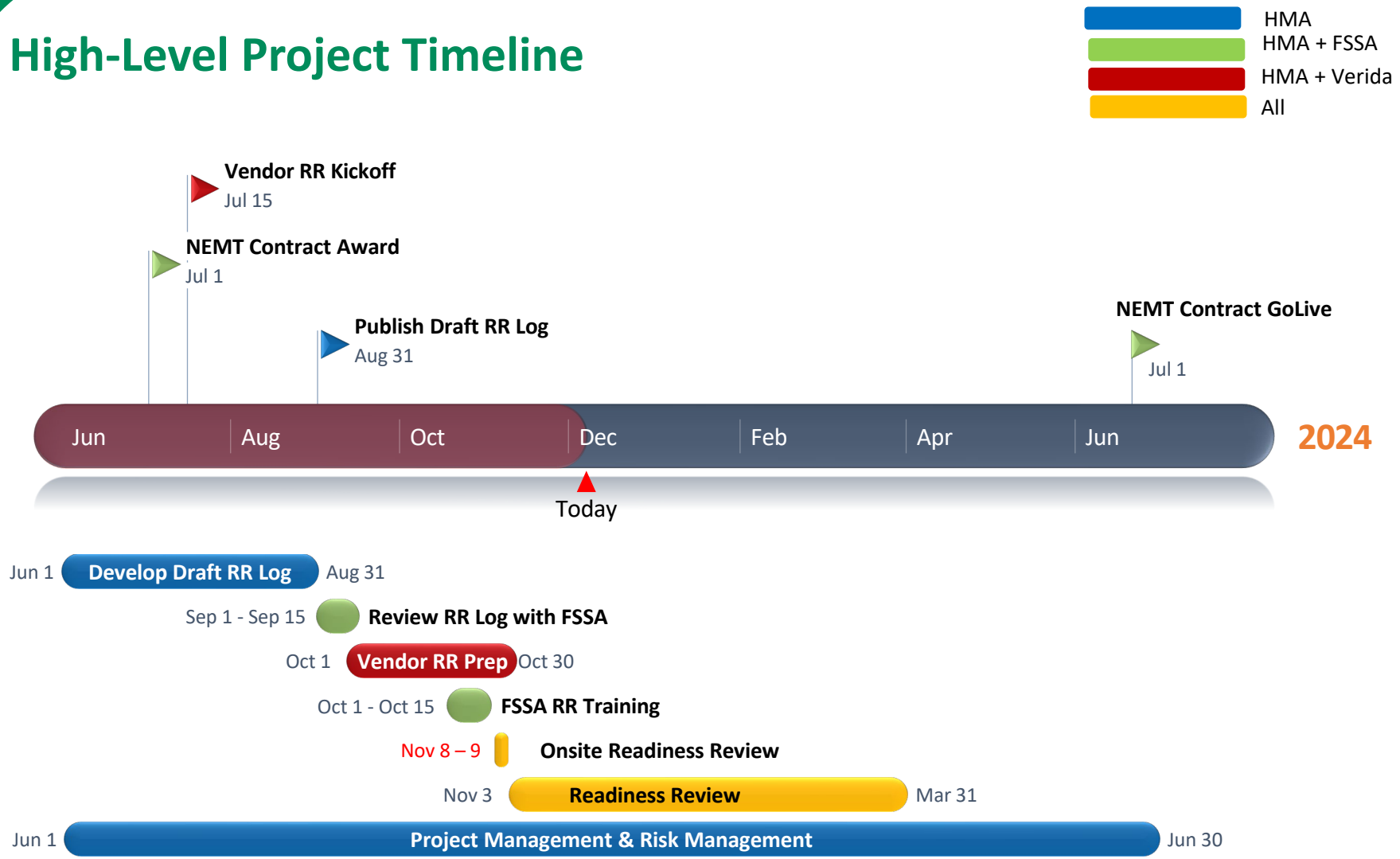
Sample Validation Methodologies for RFP Focus Areas, cont.:

Focus Area	Validation Methodologies
Staffing Levels & Qualifications	• Submit a Staffing Plan and Organizational Chart for review that, that at a minimum, addresses how all requirements and qualifications will be met.
Member Communications	• Perform a demo of the Member website, member portal, and mobile app that demonstrates all functionality and content requirements, including information related to ALS, BLS, and NF carveouts.
Incident Reporting	• Submit documentation for review describing how accidents and moving violations are internally reported, documented, externally communicated, and tracked.

Sample Validation Methodologies for RFP Focus Areas, cont.:

Focus Area	Validation Methodologies
Hospital Discharge	• Submit for review policies & procedures for accommodating discharge requests from hospitals, EDs, PRTF, and other inpatient facilities, with pickup and transport occurring not to exceed 3 hours from the request and being available 24 hours a day/7 days per week.
Clarity on Membership and Program Characteristics	• Submit for review how the Broker coordinates benefit responsibilities with non-broker entities that administer other health benefits and carved-out services. • Submit for review how the Broker monitors the regulatory landscape.

High-Level Project Timeline



Adjournment

Lindsey Lux, FSSA

Commission materials will be available at:

https://www.in.gov/fssa/ompp/non-emergency-medical-transportation/nemt-commission/

NEMT Resources

- https://verida.com/?da_image=indiana-providers-info-at-a-glance
- https://verida.com/?da_image=indiana-providers-info-at-a-glance
- Schedule a Ride: 855-325-7586 (option 1)
- Where's My Ride Line: 855-325-7586 (option 2)
- Quality Assurance/Complaint Line: 888-833-4154