



# **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.

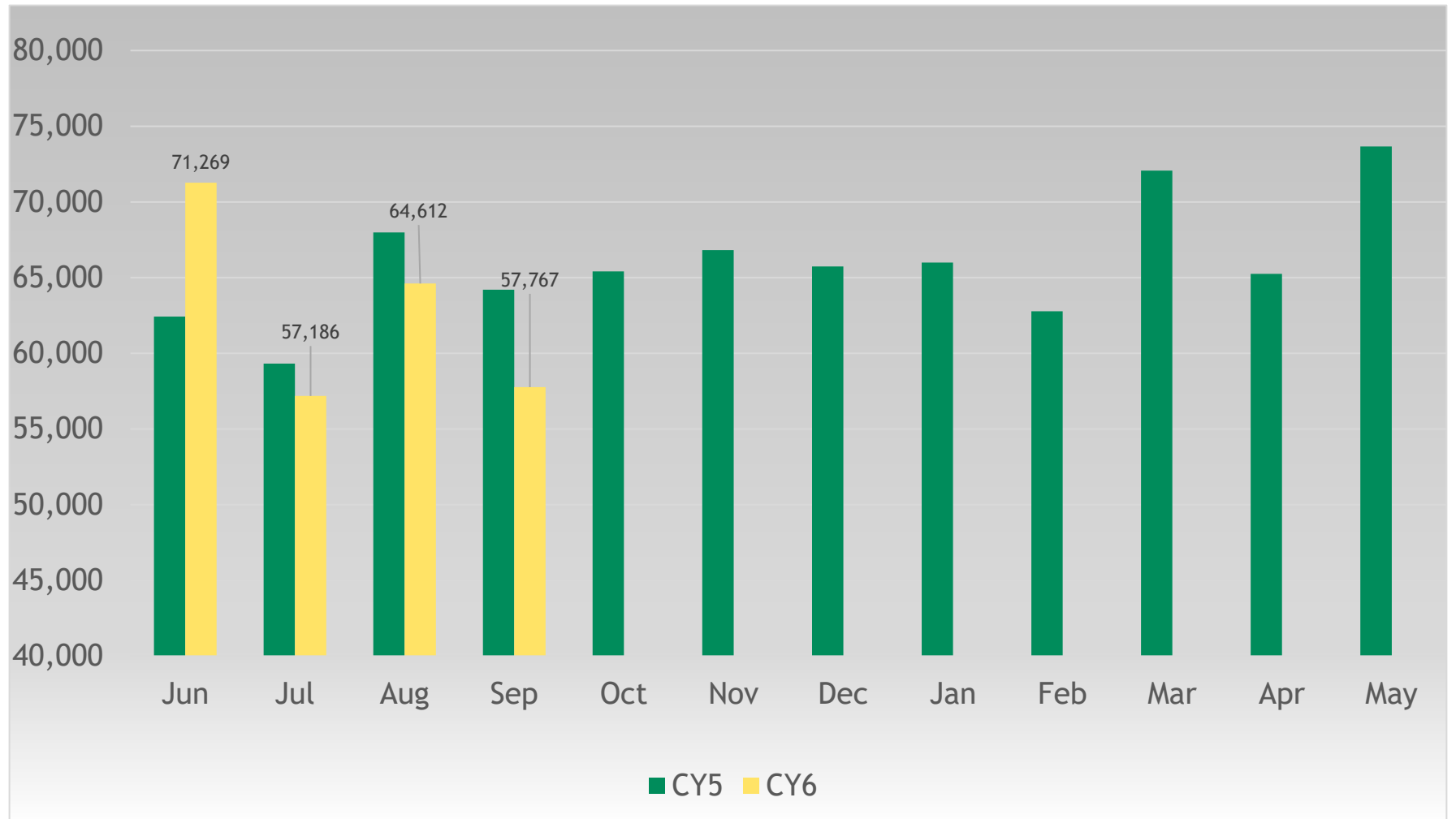


## NEMT by the numbers

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

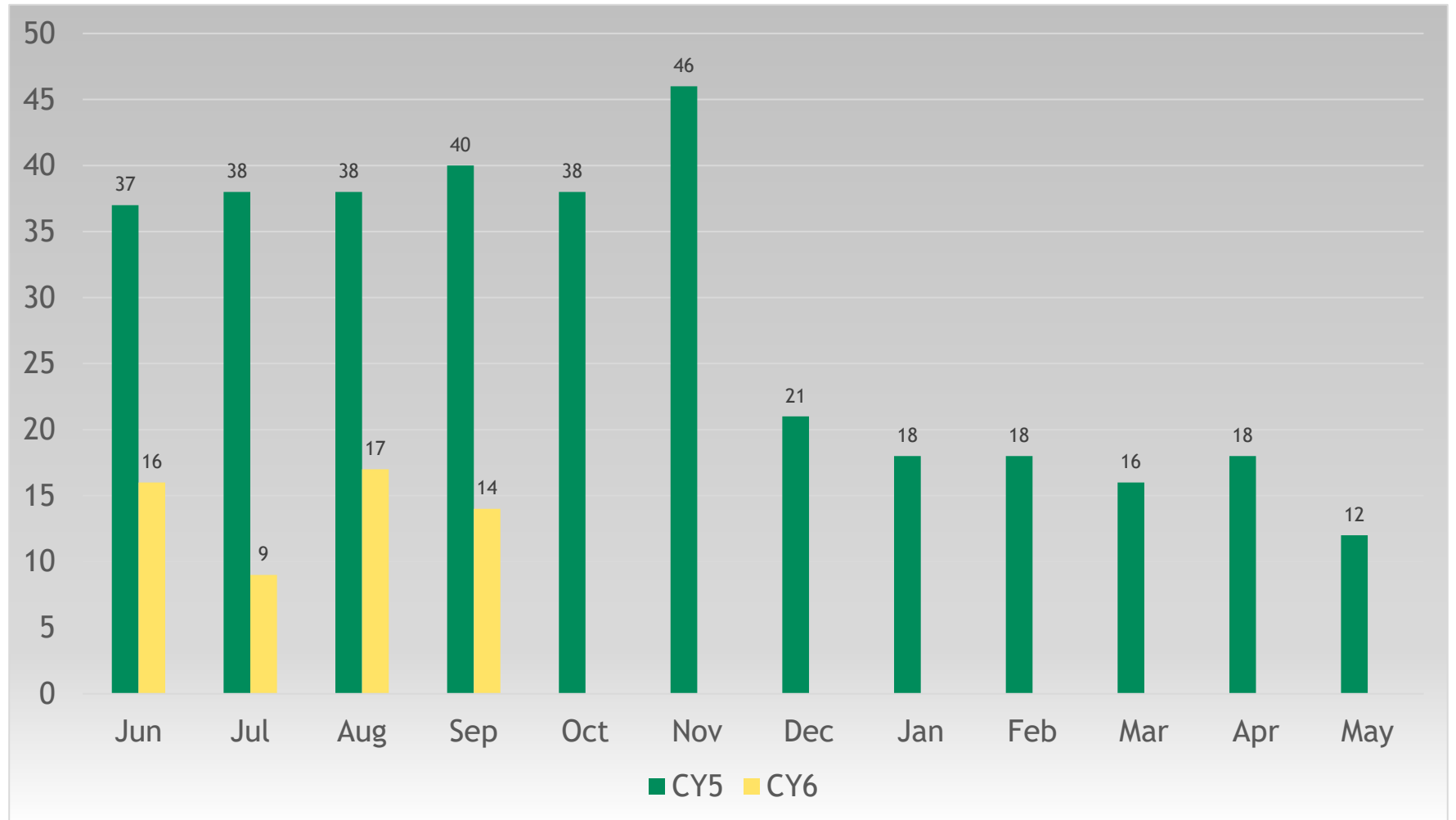


## Trip Volume





## 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%





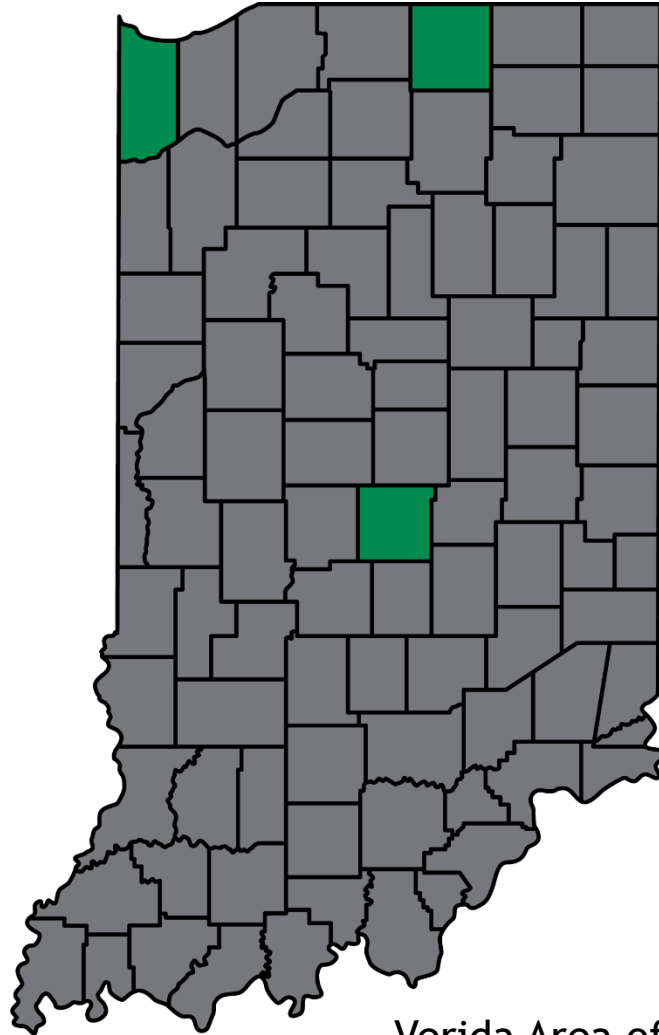
## Member Experience - Transportation Provider

- 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

Verida Area of need - At least two unassigned legs per day 10



## 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



Home About Us



### SIGN IN

[Forgot Username?](#)

[Forgot Password?](#)

Not a member yet? [Register](#)

### NEW MOBILE APPS



**NEW REGISTRATION**  
Securely set up your member portal account by completing the member account profile form.



**SIGN IN**  
Access your member portal by signing in to the site.



**CONTACT US**  
Please contact us for any queries you have and our representative will contact you.



The Verida member portal is a secure website that allows members to book trips online and view the status of booked trips. Members can also rate their past trips using a 5 star rating scale.



## Member Technology - Member Web Portal Cont.

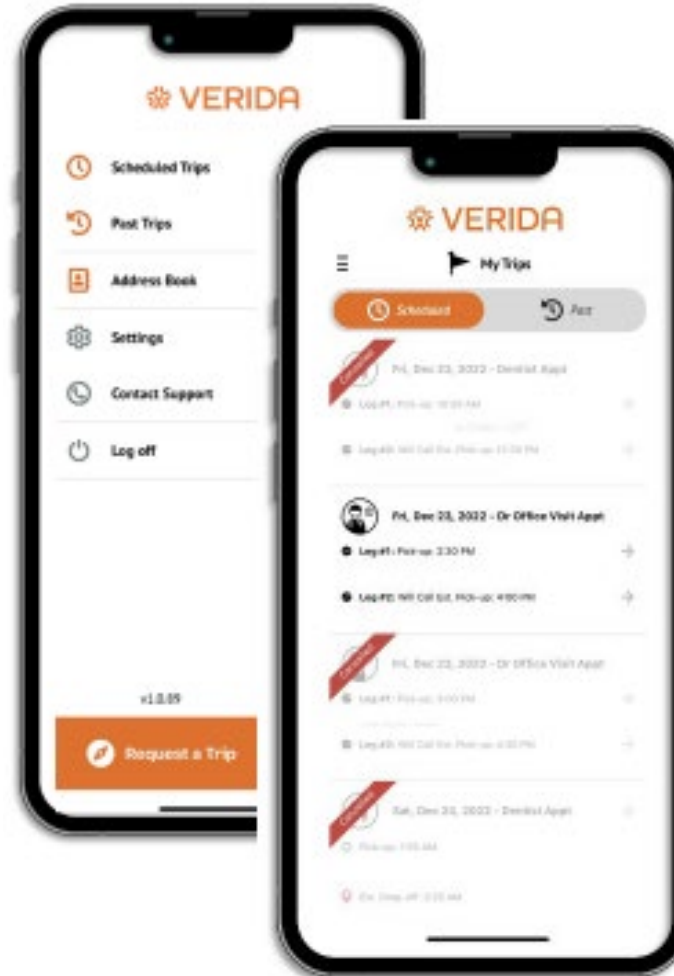
- Trip schedule
- Check status
- Contact Us
- Submit Complaint

The screenshot shows the 'Request A Trip' page on the VERIDA Member Web Portal. The page has a dark blue header with the VERIDA logo and navigation links: Home, Request A Trip, My Trips, My Addresses, Contact Us, and Reports. Below the header is a light blue box with a notice: 'We require 3 business days' notice to book a trip and the trip cannot have more than 4 stops. If urgent, please call Southeastern support for assistance at the following numbers. Medicaid 404-209-4000, Peach State Health Plans 800-657-8965, Medicare Advantage Members 404-305-3534. Below this is a section titled 'Trip Details' with a dropdown arrow. A checkbox reads 'I certify that I do not have other transportation options available.' Below this are two columns of form fields: 'Member Information' (First Name, Last Name) and 'Requester Information' (Requester Name, Requester Phone, Relationship). A 'Benefit Type' section contains a table with 'Benefit Type' (Medicaid) and 'Legs Remaining' (Unlimited). Below are 'Appointment Date and Time' (Appointment Date, Appointment Time) and 'Appointment Reason and Mobility' (Reason, Mobility). An 'Other Requirements' section includes dropdowns for 'Will someone be travelling with you?', 'Attendants (Medically Required)', 'Infant seat', 'Car Seat', and 'Booster Seat'. At the bottom is an 'Any Special Needs?' section with a 'Special Needs' dropdown and a 'Special Needs notes' text area. A green 'Submit' button is at the bottom right. A note at the top right of the form area says 'All fields marked with \* are mandatory.'



## 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**

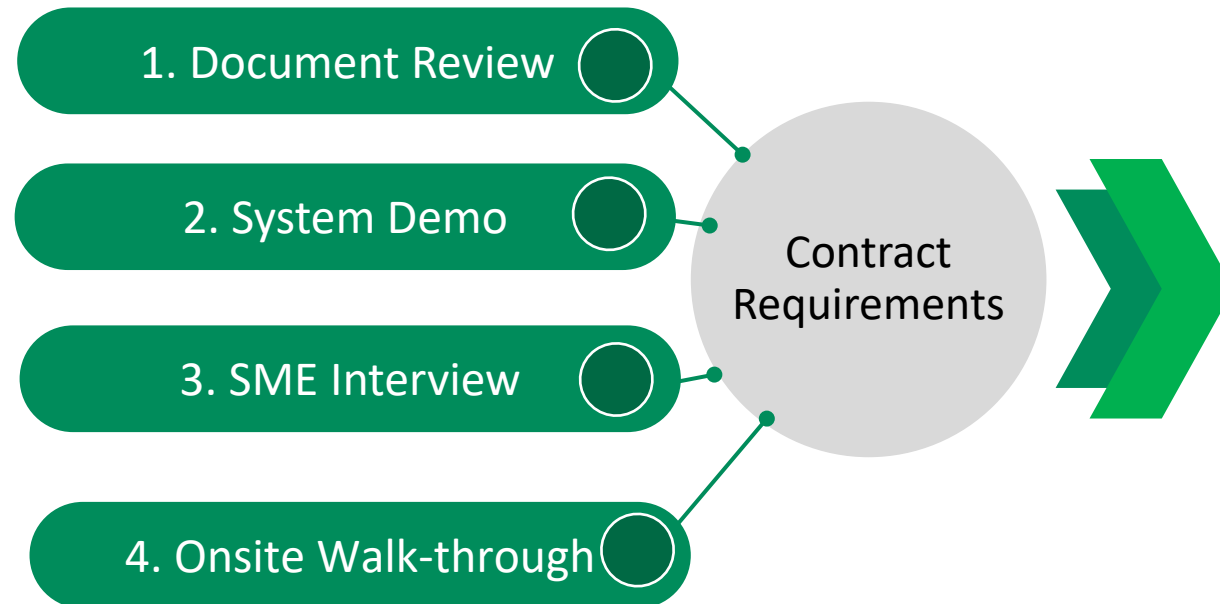


## Readiness Review

**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)



### Outputs

**Readiness Disposition**  
Yes/No

**Action items to close gaps**



## **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	<ul style="list-style-type: none"><li>• Submit for review a summary report which lists and includes analysis of all complaints and appeals received.</li><li>• Submit examples (or a demo) of the data analyses of complaint and appeal data.</li></ul>
Transportation Network Companies	<ul style="list-style-type: none"><li>• Submit for review TNC Engagement Plan with all required sections, as outlined in requirements.</li><li>• Identify points of contact for ongoing maintenance of this Plan and managing relations with TNCs.</li><li>• Perform a system demo to see how vehicle data are entered, maintained, billed, archived, and audited.</li></ul>



## Sample Validation Methodologies for RFP Focus Areas, cont.:

Focus Area	Validation Methodologies
Staffing Levels & Qualifications	<ul style="list-style-type: none"><li>• Submit a Staffing Plan and Organizational Chart for review that, that at a minimum, addresses how all requirements and qualifications will be met.</li></ul>
Member Communications	<ul style="list-style-type: none"><li>• 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.</li></ul>
Incident Reporting	<ul style="list-style-type: none"><li>• Submit documentation for review describing how accidents and moving violations are internally reported, documented, externally communicated, and tracked. 22</li></ul>



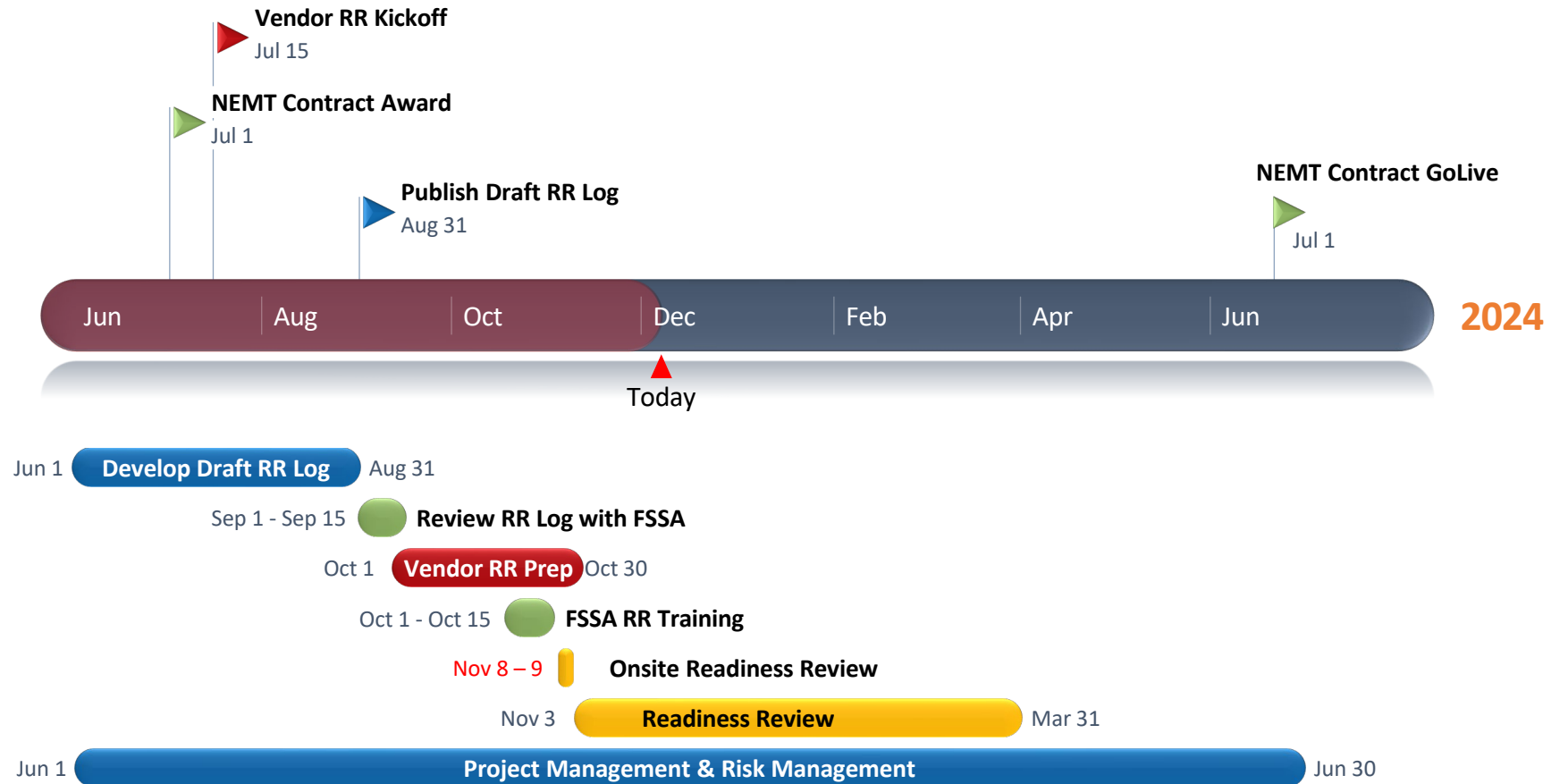
## Sample Validation Methodologies for RFP Focus Areas, cont.:

Focus Area	Validation Methodologies
Hospital Discharge	<ul style="list-style-type: none"><li>• Submit for review policies &amp; 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.</li></ul>
Clarity on Membership and Program Characteristics	<ul style="list-style-type: none"><li>• Submit for review how the Broker coordinates benefit responsibilities with non-broker entities that administer other health benefits and carved-out services.</li><li>• Submit for review how the Broker monitors the regulatory landscape.</li></ul>



# High-Level Project Timeline

- HMA
- HMA + FSSA
- HMA + Verida
- All







# 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)
- [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