



# NEMT Commission Meeting

## December 16, 2021

**Daniel Rusyniak, MD, Secretary**

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**Lindsey Lux, MHA, OMPP Chief of Staff & Deputy Director**

[Lindsey.Lux@fssa.in.gov](mailto:Lindsey.Lux@fssa.in.gov)



# Agenda

- **Welcome & Introductions**
    - Slides 1-3
  - **Transportation Rule Change**
    - Slides 4-9
  - **SET Network Performance and Access**
    - Slides 10-25
  - **Performance Monitoring**
    - Slides 26-32
  - **Adjournment**
    - Slides 33-34
- Dr. Dan Rusyniak, FSSA
- Lucille Uffelman, FSSA
- Jim Degliumberto, SET
- Elizabeth Darby, FSSA
- Lindsey Lux, FSSA



# Welcome NEMT Commission Members

Name	Association	Name	Association
Vacant	FFS member	Sherri Hampton	American Senior Communities
Sarah Chestnut	INARF	Kristen LaEace	IAAAA
Dr. Michael Kaufmann	EMS Medical Director	Amanda McClure	Fresenius Kidney Care
Gary Miller	PROMPT Medical Transportation	Lindsey Lux	FSSA (Chairperson)
Andrew VanZee	IHA	Rep. Jim Pressel	Indiana House of Representatives
Jim Degliumberto	Southeastrans, Inc.	Rep. Mitch Gore	Indiana House of Representatives
Kim Dodson	Arc of Indiana	Sen. Vaneta Becker	Indiana Senate
James Fry	Steadfast Transportation, LLC	Sen. Jean Breaux	Indiana Senate



# Rule Changes

Lucille Uffelman, FSSA



## Rule Changes

- Remove prior authorization from:
  - one-way trips past a member's 20<sup>th</sup> trip
  - one-way trips totaling or exceeding 50 miles
  - family services
  - specific return trip origins



## Rule Changes

- Updates implemented reimbursement rates
- Applicable codes + rates:
  - A0998 - \$76.71
  - A0130 - \$25.00
  - A0130 TK - \$12.50
  - A0130 TT - \$12.50
  - A0130 U6 - \$6.25



## Rule Changes

- Removes noncoverage designations from
  - member meals and lodging
  - Nonemergency transportation provided by volunteer, neighbor, or social worker
  - One-way trips exceeding a member's 20<sup>th</sup>
  - One-way trips totaling or exceeding 50 miles



## Rule Changes

- Adds coverage for:
  - naloxone
  - the administration of naloxone, and
  - vaccination administrations for ambulance services





## Rule Changes

- Language cleanup
  - Clarifies PA requirements for train, bus, and air transports
  - Clarifies that delivery services for prescribed drugs are noncovered when the member is absent from the trip
  - Clarifies the gas mileage rate at which family member transportation services is reimbursed



# SET Network Performance & Access

Jim Degliumberto, Southeastrans Inc.



## NEMT By the numbers: June 2021 - October 2021

Measure	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
One-way trip legs per month	58,638	57,706	58,413	56,433	55,790
Subscription*	56%	57%	55%	56%	56%
Demand ( <i>Acute Care</i> )	44%	43%	45%	44%	44%
High Risk Members (HRM)**	53%	54%	52%	52%	52%
Active drivers	1,226	1,227	1,162	1,135	1,183
Active vehicles	1,369	1,369	1,365	1,363	1,373

\* A subscription trip also known as “standing orders” where the trip is recurring such as for dialysis occurring multiple times a week.

\*\* Dialysis, Chemotherapy, Radiation, Wound Care, and Surgeries



## NEMT By the numbers: June 2021- October 2021

Measure	Jun - 21	Jul - 21	Aug - 21	Sep - 21	Oct - 21
Calls Received	41,861	39,098	41,447	39,824	41,228
Average Calls handled per day	1,385	1,244	1,354	1,297	1,325
Average members served per month	8,528	8,293	8,528	8,209	7,937
Claims received	52,598	43,683	41,541	52,045	40,206
Claims denied	1,464	1,639	1,645	1,618	1,421
Claims paid	51,185	42,075	39,966	50,769	38,837
Claims rejected*	392	495	432	377	346

\*A rejected claim is a claim that is missing some piece of information required in order to adjudicate the claim and determine if it will be paid or denied.



## Pay for Outcomes: June 2021- October 2021

Measure	Jun - 21	Jul - 21	Aug - 21	Sep - 21	Oct - 21
Fulfillment Rate	82%	82%	80%	79%	77%
Fulfillment Rate w/o Member Cancelled Reasons	95%	95%	94%	93%	94%
No Provider Assigned Rate	3.6%	4.2%	4.9%	5.6%	4.9%
On-time Performance	93%	91%	90%	91%	91%
Missed Trips vs Completed Trips	15%	17%	18%	19%	18%
Vehicle Inspection Pass Rate	100%	97%	97%	100%	100%
Call Center Abandon Rate	2.6%	2.8%	2.7%	4.0%	1.7%
Average Speed of Answer (seconds)	21	22	17	20	12

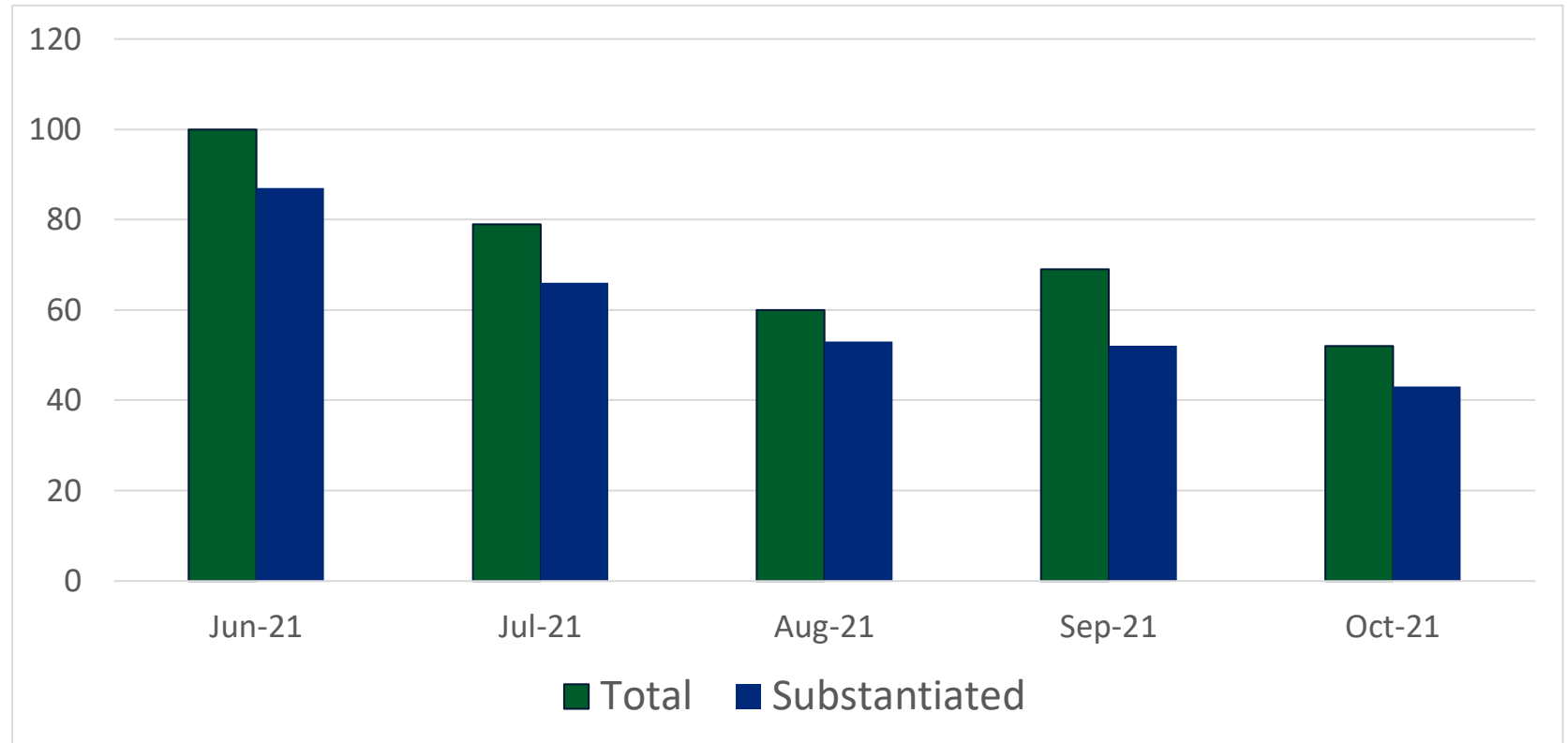


## High Risk Trips by Appointment Reason June 2021- October 2021

Appointment Reason	Trips	Unique Members
Dialysis	71,493	1,636
Hospital / ER Discharges	4,373	3,377
Wound Care	2,241	552
Chemo / Radiation	1,297	304
Surgery	993	821
Post-Op Follow up	386	326
Pre- Op	297	264
Covid Vaccinations	229	199



## Complaints

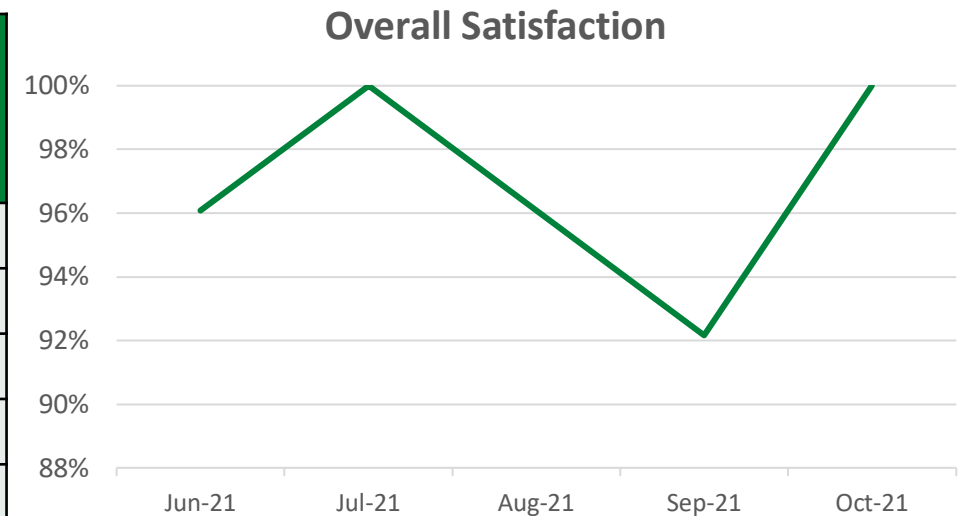




## Trip Scheduling Survey

- SET contracts with an independent third-party vendor to conduct a satisfaction survey for members to measure the trip scheduling experience
- Member satisfaction rate with the call center averaged 97%

Month	Overall Satisfaction
Jun-21	96%
Jul-21	100%
Aug-21	96%
Sep-21	92%
Oct-21	100%



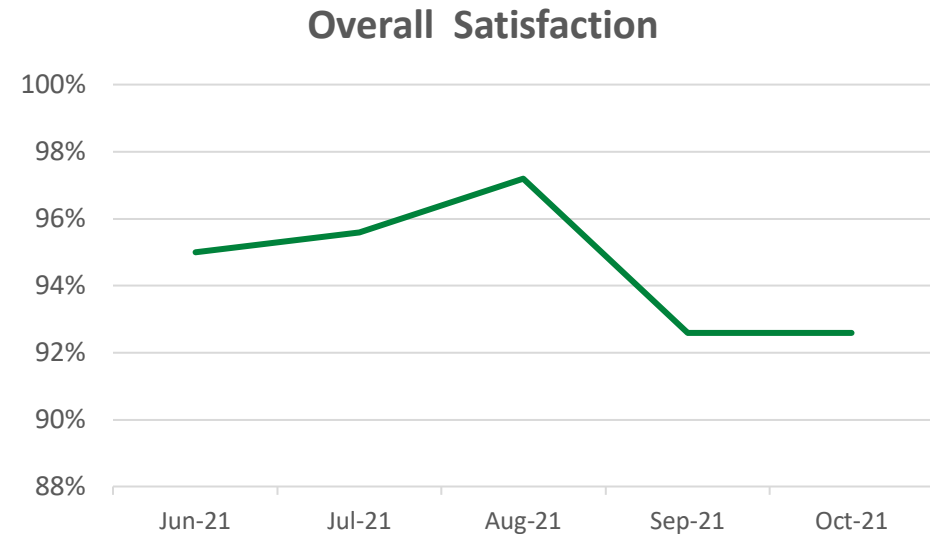




## Post-Trip Transportation Survey

- SET contracts with independent third-party vendor to conduct a satisfaction survey for members with completed trips to measure the transportation experience
- Average member satisfaction rate for transportation providers average 95%

Month	Overall Satisfaction
Jun-21	95%
Jul-21	96%
Aug-21	97%
Sep-21	93%
Oct-21	93%





## EMS Billing Update

### Phase 1

- Enhance the 1500 form process - **Completed December 31, 2020**

### Phase 2

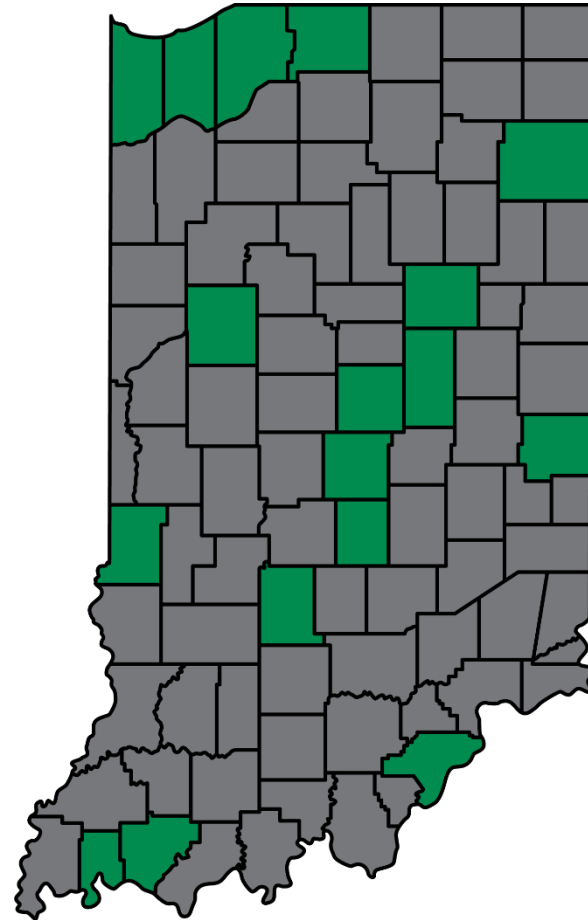
- Allow direct 837 file integration - **Completed April 30, 2021**

### Phase 3

- Currently testing the digital 837 in the portal with EATON
- Looking for other EMS Providers that are willing to pilot the 837 portal
  - Concerns are financial and technical resources required
- Next steps are to complete user setup and establish rollout date
- Exploring partnerships with billing software companies to help assist EMS Providers



## Transportation Provider Areas of Opportunity



County	
Allen	Monroe
Clark	Porter
Grant	St. Joseph
Hamilton	Tippecanoe
Johnson	Vanderburgh
La Porte	Vigo
Lake	Warrick
Madison	Wayne
Marion	



## Transportation Provider Network Growth

- New Transportation Providers
  - 8 in credentialing as of November 29, 2021
    - 20 vehicles
  - 87 interested providers are considering joining the network
    - 89 vehicle potential
  - Strategic wheelchair provider activated
    - Added 15 vehicles located to serve areas of need
- Existing Transportation Provider Network
  - Current provider to add 9 additional ambulatory, and 2 wheelchair vehicles
  - Offering incentives to promote expansion
  - Offering premium rates to serve areas of need
  - Adding 5 Quick Response Vehicles



## Provider Relations

- Additional Provider Relations Manager
  - Currently recruiting
  - Marion County focused
- Additional Provider Relations Support staff
  - Currently recruiting
- Provider Relations Managers are in the field meeting face-to-face with providers resulting in:
  - Reduced sendbacks
  - Improved communication
  - Reduction in complaints against providers



## Nursing Facilities as Transportation Providers

- **In process - Currently in credentialing**
  - AGORA Services Group
    - 14 facilities
  - CarDon & Associates
    - 18 facilities / 19 vehicles
      - Greenwood Health and Living will be the first to “Go Live”
  - Shepherd Community Center
    - 1 facility / 1 vehicle
- **Activated**
  - Hooverwood Living
    - 3 vehicles

If you are a nursing facility and would like to enroll as a transportation provider, please contact Sandy Lowe at [slowe@southeastrans.com](mailto:slowe@southeastrans.com)



## 2021 Facility Outreach

Southeastrans facilitated and attended multiple workshops and conferences along with producing newsletters and virtual meetings.

These efforts resulted in:

- Opportunities to further build relationships
- Increased facility staff knowledge
- Co-created successful member transportation strategies with facility staff
- Reduced facility complaints over the last four months



## Member-Focused Mission

- Potential unsafe wheelchair ramp at member's home
  - High-risk for accident / incident
  - Contacted local COA who is working with the member to find resources to reconfigure the wheelchair ramp and located a provider with a unique solution
- Member will only answer her phone if the call is from her Aunt.
  - Coordinated with Care Management, the member's Aunt, and a Transportation Provider to provide a custom solution





## Member-Focused Mission

- A Southeastern driver encountered a small toddler in a diaper wandering the parking lot alone and preparing to cross the street.
- The driver acted quickly to prevent the child from crossing the street, placed the child in the vehicle, and brought the child into the medical office building.
- He waited for the police and Family Services to arrive and gave a full account of the incident.

*“This driver’s quick actions may have prevented serious harm or injury to this child.” -Practice Director*



# Performance Monitoring

Elizabeth Darby,  
Medicaid Director of Vendor Management  
FSSA



# Vendor Performance Monitoring Overview

- OMMP & FSSA regularly monitor vendor performance and trend data to ensure quality service delivery.
- Vendors who are showing opportunities for improved performance in an area may be placed on corrective action to clearly outline expectations and create a plan for improvement.



## SET Corrective Action

- OMPP placed SET on corrective action in October of 2021 to address two areas of concern:
  - Facility Outreach; and
  - Network Adequacy
- The issues do not change past performance recommendations but could impact future eligibility and earnings.



## SET Action Plan: Facility Outreach

- Implement a proactive outreach plan to ensure effective service delivery which will increase facility and member satisfaction and reduce complaints.
- Enhance member experience by including IVR announcements featuring the [southeastrans.com](http://southeastrans.com) website and where to find information about gas reimbursement, member portal, COVID information, FAQs and ride scheduling contact numbers.
- Continuous efforts and evaluation to improve the member and provider experience through communication and collaboration.
- Monitor facility-based complaints and implement site plans in accordance with current performance metrics.



## SET Action Plan: Network Adequacy

- Research innovative solutions to increase capacity.
- Update SET's existing ad-hoc dispute to improve dispute resolution and clearly define roles and time-based responsibilities. SET will deliver a draft copy of the formal dispute resolution process to OMPP within sixty (60) days of the acceptance of the Corrective Action Plan.
- Host Regional Town Hall provider meetings with high-level agenda to include provider recognition program. Additional topics will include business management best practices, educational opportunities, discussions of network challenges and solutions.
- Conduct monthly outreach to EMS providers and host quarterly EMS Provider Focus Groups. SET will measure and encourage EMS provider participation in SET-hosted Provider Town Hall meetings as well as dedicated EMS Provider Focus Groups. SET will deliver a schedule of the Regional Town Hall initiative with high-level agenda within sixty (60) days of the acceptance of the Corrective Action Plan.



## SET Corrective Action Status

- As part of the corrective action, SET meets 4 times/week with OMPP staff.
- SET will remain on corrective action until Dec. 27 or longer should OMPP feel additional work is needed.



# Questions





# Adjournment

Lindsey Lux, OMPP



**Commission materials will be available at:**

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