



NEMT Commission Meeting

July 19, 2022

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

Indiana Family and Social Services
Administration



Introduction

New Commission Members

Brian Carnes, INARF Representative

Maureen Lindsey, Dialysis Representative

Fern Mirkin, Member Representative

Dr. Eric Yazel, Physician Representative

Staff Updates

Gary Jones, FSSA - promoted to OMPP
Transportation Manager in May of 2022

Mike Hanner, SET- named Interim Indiana State
Director



NEMT Commission Members

Name	Association	Name	Association
Brian Carnes	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	Southeastrans, Inc.	Rep. Mitch Gore	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**
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- **Program Updates**
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Lindsey Lux, FSSA
- **SET Performance & Access**
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Jim Degliumberto, SET
- **SET Corrective Action**
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Gary Jones, OMPP
- **SET Pay for Outcomes**
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Gary Jones, OMPP
- **SET Pay for Outcomes Vote**
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Lindsey Lux, FSSA
- **Wrap Up/Adjournment**
Slides 48-50
Lindsey Lux, FSSA



Program Updates

Lindsey Lux, FSSA



Program Updates

HCBS Transportation Grants

- Investing American Rescue Plan Act funding for Home and Community Based Services to expand critical NEMT fleet in Indiana
- Grantees required to participate in State NEMT Network and service members living in their homes

Grant Details

- Bariatric Ambulance Grants - awarded
- Wheelchair Van and Lift Grant – applications due 8/12



HCBS Bariatric Ambulance Grant Program RFF 22-007

Bariatric Ambulance RFF Summary

OMPP is currently in the process of finalizing grant agreements for the Bariatric Ambulance Grant Program RFF 22-007 with 12 grantees. Grantees are expected to have vehicles operational as soon as possible.



21 Bariatric Ambulances requested by **12** applicants



\$180K Awarded for each bariatric ambulance per applicant, totaling **\$3.8M** in awards



64 Counties represented from across Indiana

County Coverage Map



Key

■ Counties that will be serviced by a Bariatric Ambulance Grantee





SET Network Performance & Access

Jim Degliumberto, COO
Southeastrans Inc.

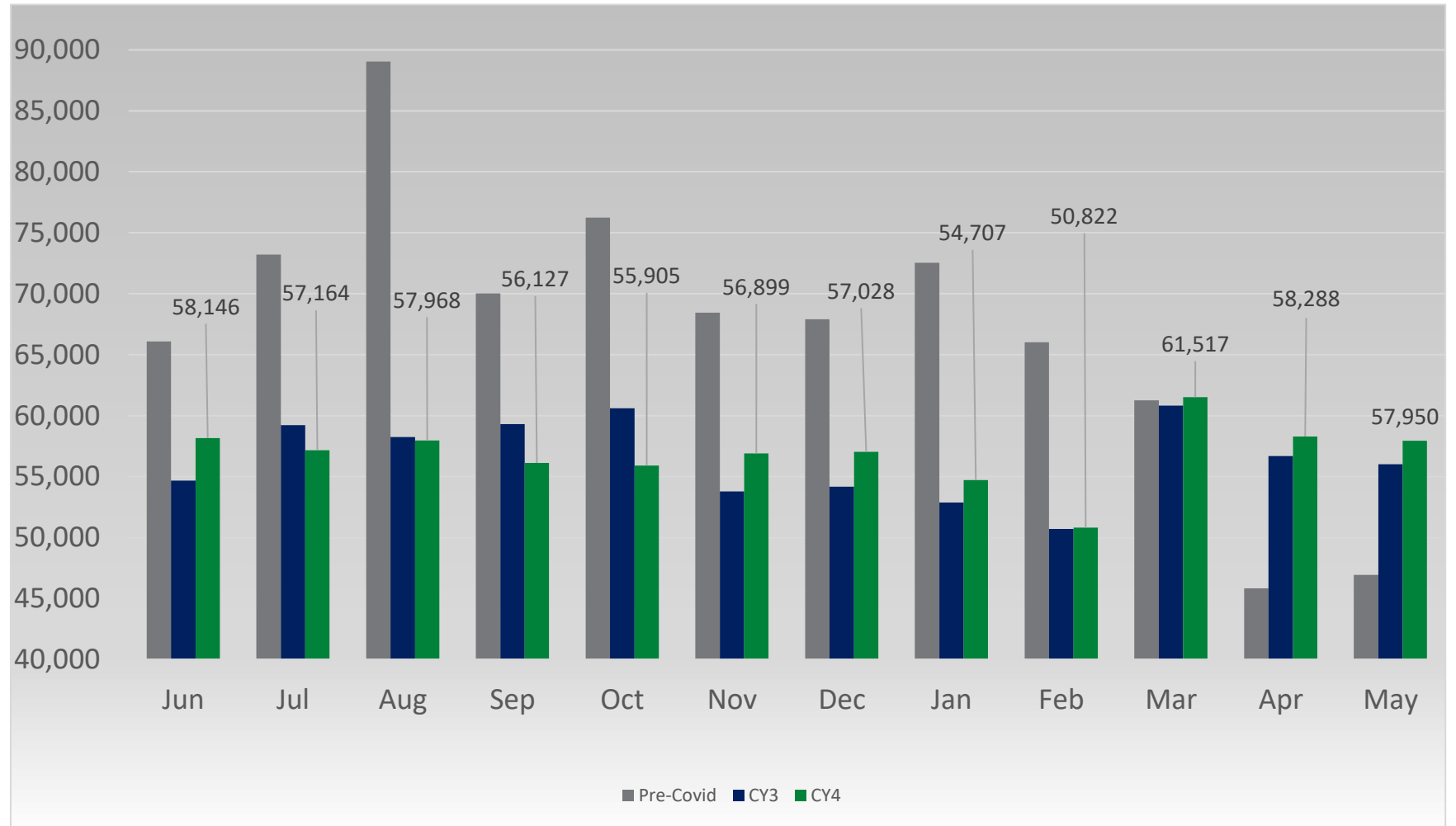


NEMT by the numbers

Q1	Q2	Q3	Q4	Monthly Average
41,135	40,532	41,028	48,279	Inbound calls
8,230	8,117	7,749	8,493	Members served
57,759	56,310	54,186	59,252	Trip Volume
50%	49%	48%	46%	Standing Orders (Dialysis)
73%	72%	72%	71%	Trips less than 10 Miles
18%	19%	19%	19%	Trips 11-25 Miles
6%	6%	6%	6%	Trips 26-50 Miles
3%	3%	3%	3%	Trips greater than 50 Miles
201	197	198	203	Active Providers
1,368	1,365	1,381	1,397	Active Vehicles
46,010	45,567	44,284	46,432	Claims Received
97%	97%	95%	95%	Claims Paid %

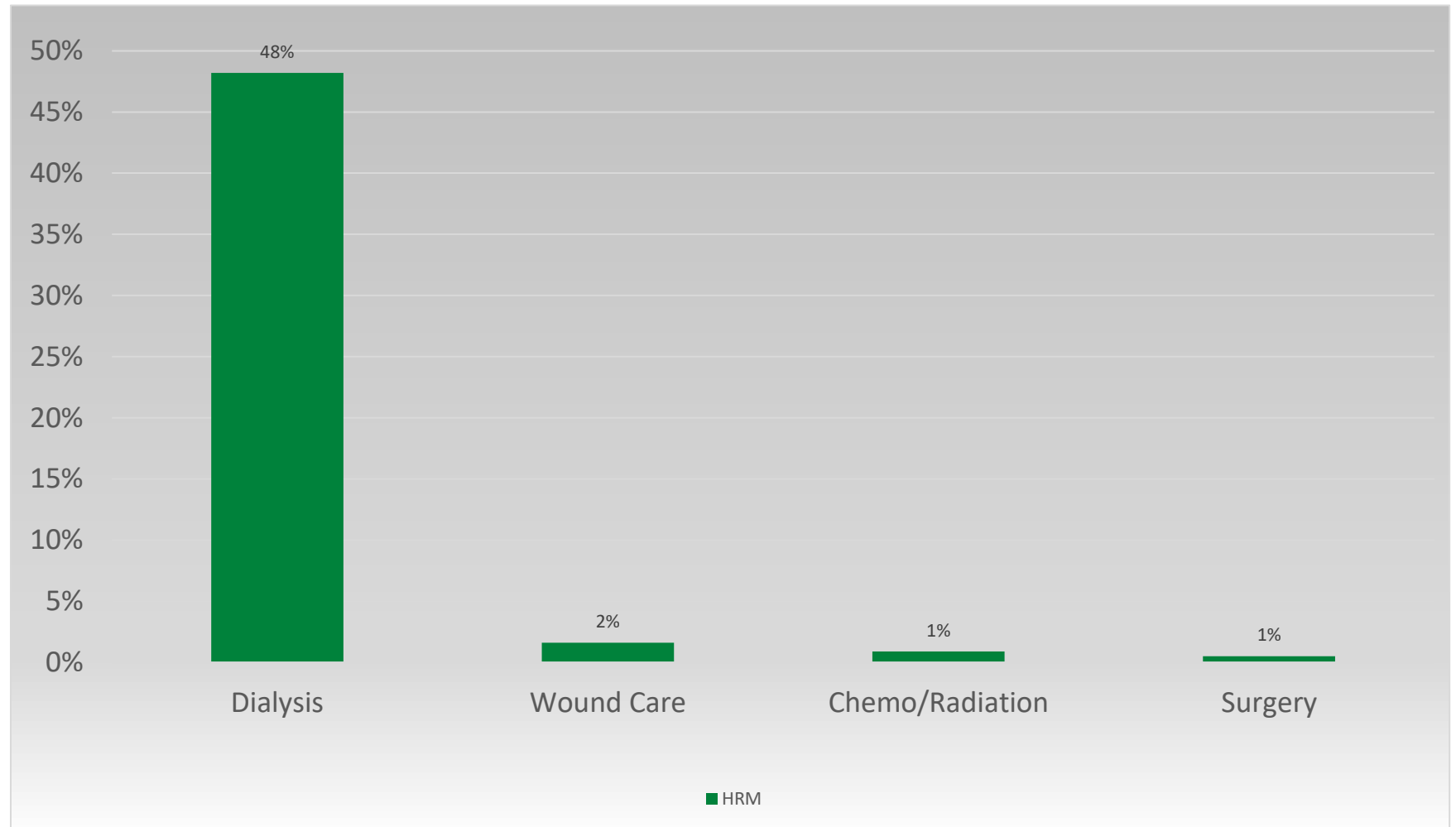


Trip Volume



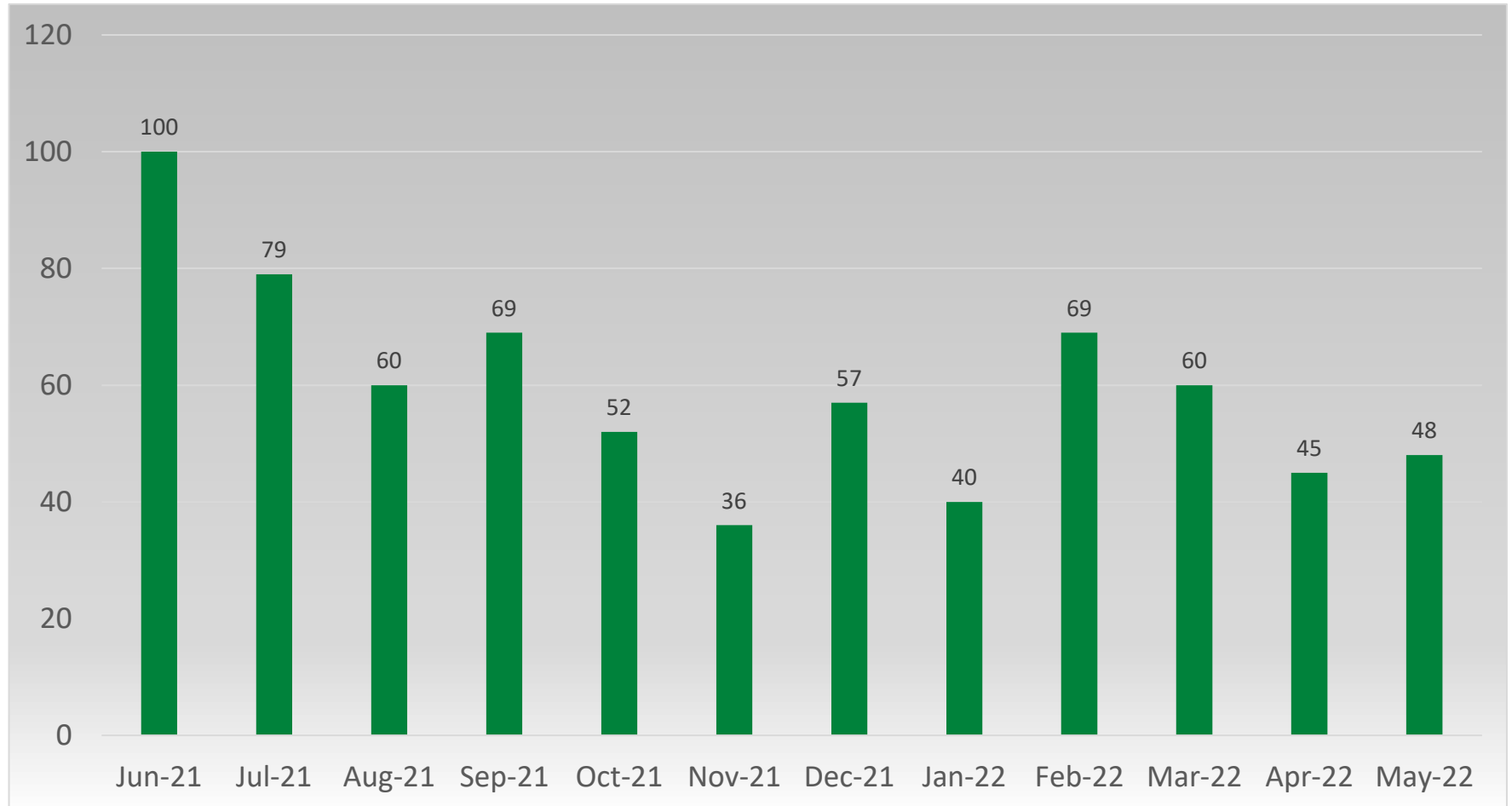


High Risk Trips by Appointment Reason





Complaints



99.9% complaint free trips



Member Experience - Call Center

- Satisfaction rate averaged 98%.
- Six of 12 months were at 100% satisfaction level.

Month	Overall Satisfaction
Jun-21	96%
Jul-21	100%
Aug-21	96%
Sep-21	92%
Oct-21	100%
Nov-21	100%
Dec-21	94%
Jan-22	100%
Feb-22	94%
Mar-22	100%
Apr-22	98%
May-22	100%



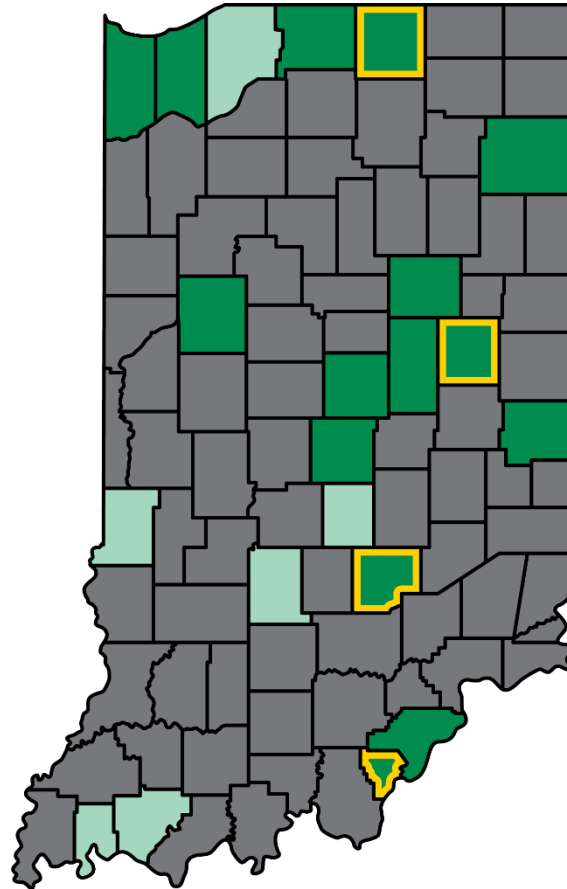
Member Experience - Transportation Provider

- Satisfaction rate averaged 93%

Month	Overall Satisfaction
Jun-21	92%
Jul-21	98%
Aug-21	98%
Sep-21	92%
Oct-21	88%
Nov-21	94%
Dec-21	96%
Jan-22	80%
Feb-22	94%
Mar-22	98%
Apr-22	86%
May-22	94%



Transportation Areas of Need



- Six counties removed (light green)
 - Johnson
 - LaPorte
 - Monroe
 - Vigo
 - Vanderburgh
 - Warrick
- Four counties added (highlighted yellow)
 - Bartholomew
 - Delaware
 - Elkhart
 - Floyd

Counties
Allen
Bartholomew
Clark
Delaware
Elkhart
Floyd
Grant
Lake
Hamilton
Madison
Marion
Porter
St. Joseph
Tippecanoe
Wayne



Transportation Provider Network Growth

- New Transportation Providers (June 1st)
 - 8 in credentialing
 - 119 vehicles in pipeline
 - Focused recruitment in areas of need
- Existing Transportation Provider Network
 - Currently 207 active providers
 - Offering incentives to promote expansion
 - Offering premium rates to serve areas of need
 - Promoting wheelchair vehicle and lift grant programs



Transportation Provider Network Growth

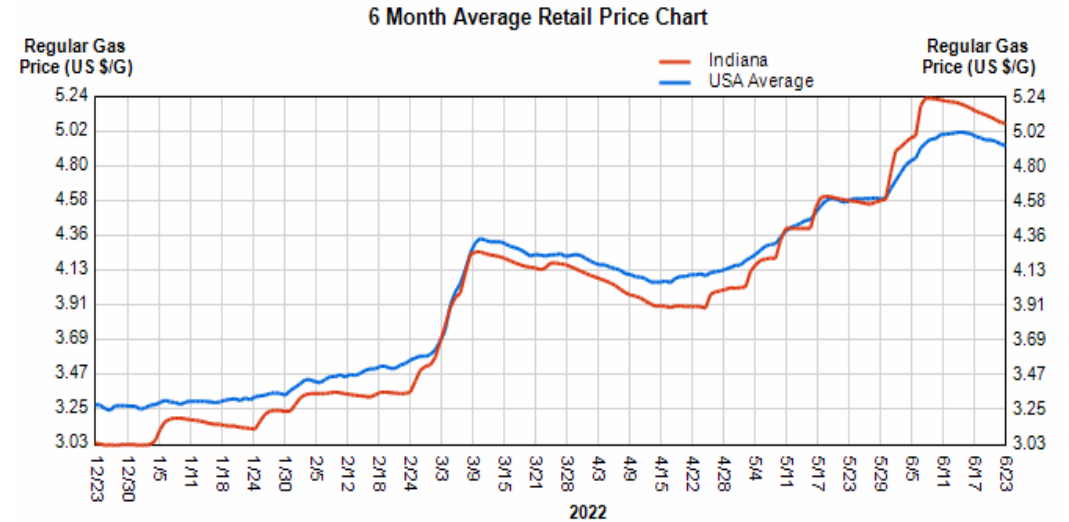
- Nursing Facilities as Transportation Providers
 - Lutheran Life Villages
 - Hooverwood currently transporting
 - CarDon currently transporting from eight facilities
 - Two additional nursing homes in pipeline
- Community Center interest
- SET continued outreach with facilities to discuss:
 - Benefits of being transportation providers
 - Review reimbursement processes
 - Enrollment and onboarding processes
 - Facility portal training
 - Customized solutions for unique transportation needs

If you are a nursing facility and would like to enroll as a transportation provider, please contact Mike Hanner at mhanner@southeastrans.com



Network Growth Opportunities

- Rising costs
 - Insurance
 - Fuel
 - Supplement
- Staffing
- ALS/BLS (Ambulance)
 - Geographic needs
 - Residential pick up
 - Bariatric
 - Working with providers to accommodate needs





Provider Safety

- Vehicle Inspections
 - 2,746 inspected
 - 99.5% pass rate
- Spot Inspections
 - 1,177 completed
 - 100% pass rate
- Wheelchair securement inspections
 - 398 completed
 - 99.5% pass rate
- Accidents and incidents
 - 104 reported this CY
 - 99.99% trips completed without an accident/incident



EMS Billing Update

- Allow direct 837 file integration
 - Built into existing portal
 - Companion Guides / Instructions available
 - Actively promoting to EMS network

The screenshot shows the SOUTHEASTRANS portal interface. On the left is a dark blue sidebar with navigation options: Resubmit Review, Resubmit, and Claim Imports. The main content area is titled 'Claim Imports' and features a 'Batch Import' table. The table has columns for Trip Leg Id, Claim, Status, Validation, Patient Acct, Pick Up (EST), and Drop Off (EST). Two rows of data are visible, both with 'Submitted' status and 'Passed' validation. A 'Back' button is located in the top right corner of the table area. At the bottom right of the table, there is a pagination control showing 'Rows per page: 10' and '1-2 of 2'.

Trip Leg Id	Claim	Status	Validation	Patient Acct	Pick Up (EST)	Drop Off (EST)
9302023	2120951	Submitted	Passed	2120951	02/16/2022 10:15 AM	02/16/2022 10:15 AM
9302022	2120950	Submitted	Passed	2120950	02/16/2022 10:15 AM	02/16/2022 10:45 AM



Facility Outreach

- Conducting more face-to-face visits
- Facilitated multiple facility workshops
- Exhibited at three industry conferences
 - IHCA
 - INARF
 - Leading Age annual conference
- These efforts resulted in
 - Opportunities to further build relationships
 - Increased facility staff knowledge
 - Successful transportation strategies for complex needs
 - Reduced complaints



Conference and Exhibits

- IHCA Annual Convention and Expo - August
- LeadingAge Indiana Conference - September
- INARF Annual Conference - October





Problem Solving

- Complex transportation requests
- Oversized wheelchair / bariatric
- Geographic / rural area
- Long Distance trips
- Crossing state lines
- Member specific
- FSSA Care Management Coordination
- Identify the specific need and coordinate with medical facility, member, and provider to find a solution



Bios

Jodie Little - Facilities Outreach Manager

- Southeastrans since 2018
- 15 years in healthcare
- Leadership roles in a variety of medical practices



Linda Potts - Facility Outreach Manager

- Southeastrans since 2020
- 16 Years in healthcare
- Executive leadership roles in a variety of long-term care settings including skilled nursing, assisted living, continuing care, retirement, and memory care facilities.





Bios

Michael Jones - Provider Relations Manager

- Southeastrans since 2018
- 15 years EMS industry
- Advanced EMT
- Trainer
- Director of Operations for multiple EMS companies





Community Engagement

- Wheeler Mission
 - Ongoing volunteer opportunity
 - Donation of Personal Hygiene Kits
- Walk to End Alzheimer's



- Donated 25 iPads to local Children's Hospital
- Other Local Activities Quarterly



Results of Corrective Action

Gary Jones, Medicaid NEMT Manager



SET Corrective Action

OMPP placed SET on corrective action in October of 2021 to address two areas of concern related to

- Facility Outreach; and
- Network Adequacy following the loss of 2 large provider fleets.

SET created and implemented a plan to address each area and then met with OMPP staff weekly.

The corrective action was successfully completed and closed in May 2022.



SET Corrective Action Results

Issue 1: Facility Relations

SET Action Plan:

- Proactive outreach to nursing facilities to ensure effective service delivery.
- Build and improve relationships with facilities that have experienced transportation issues. (ongoing)
- Monitored facility-based complaints and implement site plans in accordance with current performance metrics.
- Promote nursing facilities as transportation providers. (ongoing)



SET Corrective Action Results

Issue 2: Network Adequacy

SET Action Plan:

- Conducted root cause analysis in areas of need to identify specific network issues.
- Created and implemented a formula-driven process to increase provider rates to address industry challenges including gas prices, workforce shortages and rising costs to providers.
- Worked with existing providers to expand hours of operation and geographic areas served.
- Promoted Gas Mileage Reimbursement



SET Corrective Action Results

Issue 2: Network Adequacy

SET Results:

- 50 providers received rate increases
- 5 new providers added to the network
- 46 new vehicles added to the provider fleet
- 6 counties no longer reported as areas of need:
 - Johnson, LaPorte, Monroe, Vanderburgh, Vigo and Warrick
- 2 nursing facilities enrolled as providers:
 - Cardon (8 locations) and Hooverwood



SET Pay for Outcomes Contract Year 4 Gary Jones, OMPP



Pay for Outcomes Guidelines

1. The broker's contract includes Pay for Outcomes criteria that are monitored on a quarterly basis.
2. Three percent of capitation is withheld and must be earned back by meeting or exceeding the performance metrics.
3. The NEMT commission reviews the performance metrics achieved and annually votes on paying the earned amount.
4. Funds are paid out once per year and do not roll-over.



Pay for Outcomes - NEMT Categories

1. Quality
2. Safety
3. Call Center
4. Transportation Scheduling
5. Transportation Requests
6. Provider Services
7. Member Education
8. Encounter Data Completeness & Timeliness
9. Report Accuracy & Timeliness



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Quality										\$81,081.56	\$41,119.78
1. No more than 1% of completed one-way trips shall have an associated valid member complaint	<=1%	0.12%	Y	0.08%	Y	0.10%	Y	0.09%	Y		
2. The Contractor investigate, remedy and close 95% of complaints within 15 days of receipt.	95%	97.8%	Y	95.7%	Y	97.5%	Y	90.3%	N		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Safety										\$121,622.35	\$73,308.29
1. 0% of vehicles used for transport will be out of compliance. (Out of compliance if overdue for inspection or if vehicle removed due to out of compliance, but is still used)	0%	1.8%	N	0%	Y	0%	Y	0%	Y		
2. Contractor will conduct random, unannounced, spot inspections on at least 1/12 of authorized vehicles per quarter.	>= 8.33 %	3.17%	N	6.74%	N	9.3%	Y	9.2%	Y		
3. Quarterly, Contractor will conduct at least 75 separate wheelchair securement inspections.	100 %	100%	Y	100%	Y	100%	Y	100%	Y		
4. One hundred percent (100%) of Transportation Providers' Drivers who provide services in a given quarter shall meet the Contract's licensing and training requirements (metric is not met if a driver is out of compliance during a random audit or if a driver still provides services after discovering non-compliant driver, but prior to remediation)	100 %	100%	Y	100%	Y	100%	Y	100%	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Call Center										\$121,622.35	\$121,622.35
1. Quarterly average speed to answer calls shall not exceed 60 seconds	<= 60 sec	20	Y	15	Y	12	Y	15	Y		
2. Monthly 85% of calls will be answered within 45 seconds or less	>= 85%	87.1%	Y	91.9%	Y	92.9%	Y	91.5%	Y		
3 (A). The quarterly lost call (abandonment) rate shall not exceed five percent (5%)	<= 5%	2.7%	Y	2.6%	Y	1.9%	Y	2.5%	Y		
3 (B). No calendar week shall have an abandonment rate greater than (7%)	Pass/Fail	PASS	Y	PASS	Y	PASS	Y	PASS	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Call Center (Continued)											
4. An answering machine, voice mail or answering service must be available for after-hours calls. One hundred percent (100%) of after-hours calls must be returned within the next business day.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
5. Eighty-five percent (85%) of all issues from callers should be resolved on the first call based on random monthly call center surveys. If information cannot be provided to a caller in a timely manner, the Call Center representative should request a name, phone number and/or addresses (if necessary) and respond to the caller within one (1) business day from the time of contact.	>= 85%	89.5%	Y	93.8%	Y	93.0%	Y	95.9%	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Transportation Requests										\$121,622.35	\$0.00
1. The Contractor shall employ an auto-routing system and shall assign at least 90.0% of requested trips that qualify for auto-routing to a transportation provider using the auto-routing system within 48 hours of receipt of the transportation request.	>= 90%	92.7%	Y	93.5%	Y	92%	Y	92.8%	Y		
2.* The Contractor shall furnish appropriate transportation, as outlined in the Contract, for at least 90.0% of valid member transportation requests based on the Contractor's knowledge of provider no-shows as determined by complaints or other known instances that a trip was not provided as scheduled as detailed in a "missed trips."	>= 90%	81.2%	N	76.4%	N	74.7%	N	75.5%	N		

*The calculated rates include member cancellations and no-shows for all reasons.



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Transportation Scheduling										\$121,622.35	\$121,622.35
1. Zero percent (0%) of scheduled trips shall require a Member to board a vehicle prior to the scheduled pick-up time as reported on the On-Time Trip Report.	0%	0%	Y	0%	Y	0.0%	Y	0%	Y		
2. Ninety-five (95%) of return pick-ups from appointments shall occur within one (1) hour of the time of notification to the Contractor	>= 95%	96.8%	Y	95.5%	Y	96.1%	Y	96.3%	Y		
3. Ninety percent (90%) of trips, regardless of traffic or road conditions, shall deliver Members on-time for their appointments	>= 90%	96.8%	Y	90.4%	Y	90.9%	Y	91.8%	Y		
4. Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
5. Contractor shall require Transportation Providers to notify medical service providers of anticipated tardy drop-offs.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Provider Services										\$121,622.35	\$91,216.76
1. 98% of all claims paid w/in 21 day (e-claim) or 30 days (paper)	>= 98%	100%	Y	100%	Y	100%	Y	100%	Y		
2. 70% of claims submitted electronically	>= 70%	42.0%	N	42.5%	N	46.5%	N	43.9%	N		
3. "No Provider Assigned" rate does not exceed 5%	<= 5%	4.2%	Y	4.8%	Y	3.4%	Y	4.3%	Y		
4. Detailed regional gap report submitted and approved	Pass /Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Member Education										\$40,540.78	\$20,270.39
1. Contractor shall attempt to contact and educate all Members who do not appear for a scheduled pick up (a “no show”) within five (5) business days of the reported no-show occurrence.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
2. Member no-shows will be reduced by at least 20% or more from the level measured in contract year 3.	1.06%	1.1%	N	1.4%	N	2.3%	N	1.7%	N		
3. Contractor must create and submit an outreach strategy if they receive more than two complaints from a single facility within 3 months, five complaints from the same chain of facilities within twelve months.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Encounter Data Completeness and Timeliness										\$40,540.78	\$40,540.78
1. The Contractor shall deliver the Encounter Data contemplated by the Contract thirty (30) days following the month of payment.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Report Accuracy & Timeliness										\$40,540.78	\$32,964.75
1. The Contractor shall furnish all reports on or before their due date in the Contract.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
2. The Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur.	Pass/ Fail	Fail	N	Pass	Y	Fail	N	Pass	Y		



SET Pay for Outcomes Performance

Category of Measures	Available Payout	Earned Payout
Quality	\$81,081.56	\$41,119.78
Safety	\$121,622.35	\$73,308.29
Call Center	\$121,622.35	\$121,622.35
Transportation Requests	\$121,622.35	\$0.00
Transportation Scheduling	\$121,622.35	\$121,622.35
Provider Services	\$121,622.35	\$91,216.76
Member Education	\$40,540.78	\$20,270.39
Encounter Data Completeness and Timeliness	\$40,540.78	\$40,540.78
Report Accuracy & Timeliness	\$40,540.78	\$32,964.75
TOTAL	\$810,815.64	\$542,665.44



SET Pay for Outcomes Vote

Lindsey Lux, FSSA



SET Pay for Outcomes Vote

Name	Association	Vote	Name	Association	Vote
Brian Carnes	INARF		Sherry Hampton	American Senior Communities	
Andrew VanZee	IHA		Kristen LaEace	AAAA	
Eric Yazel, MD	DHS		Maureen Lindsey	Fresenius Medical Care	
Gary Miller	PROMPT Medical Transportation		Lindsey Lux	FSSA	
Kim Dodson	Arc of Indiana		Rep. Jim Pressel	Indiana House of Representatives	Ex Officio
Jim Degliumberto	Southeastrans, Inc.		Rep. Mitch Gore	Indiana House of Representatives	Ex Officio
James Fry	Steadfast Transportation, LLC		Sen. Vaneta Becker	Indiana Senate	Ex Officio
Fern Mirkin	Fee For Service Member		Sen. Jean Breaux	Indiana Senate	Ex Officio



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://www.in.gov/fssa/ompp/non-emergency-medical-transportation/overview/>
(<https://www.southeastrans.com/transportationproviders/indiana-providers/>)
- 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