



Welcome NEMT Commission

NEMT Resources

- www.in.gov/Medicaid
- <https://www.in.gov/fssa/2408.htm>
- <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: 317-613-0825**



NEMT Commission Meeting

11-8-19

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Overview

- **NEMT brokered model**
- **Early adjustments**
- **Process Improvement Initiative Work Streams**
- **NEMT by the numbers**
- **Resources**



NEMT Brokered Model

- **Safe - vehicles and drivers**
- **Logistics - credential providers/vehicles/drivers; match members to transportation; operate call centers; preapprove services; check member eligibility; verify destinations; PA, mileage, trip costs & pays claims.**



Early Adjustments -

- **Extended transition period**
- **Clarification of dual eligible member services**
- **911 - policy revision on 911 dispatches**
- **Hospital to Hospital transfers**



Non-emergency medical transportation

Process Improvement Initiative Work Streams

Initiative	Goal	Status
Nursing facility/transportation provider pilots	To improve ride scheduling by focus on efficiency of facility and provider resources	1 pilot involving 5 facilities;
Nursing facility as a transportation provider pilots	To increase number of transportation providers and to identify process improvements & reduce duplicative requirements	7 nursing facilities are working with OMPP to enroll as transportation providers; 1 has completed
Single mode/point of contact pilot	To improve communications and to reduce missed connections between the broker and nursing facility	4 nursing facilities have volunteered using targeted email addresses, specific staff and specific phone #s. 6 nursing facilities are using a transportation provider to facilitate



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Process Improvement Initiative Work Streams – CONT.

Initiative	Goal	Status
Broker portal updates	To improve the facility/medical provider's experience using the scheduling website	SET added 6 features to the facility portal that were implemented in August 2019; demos and training provided to NFs.
Ride scheduling process review	To develop an alternative process for long term care facilities to meet the needs of facility residents	Modified the ride scheduling process targeted at nursing facility needs.
Transportation provider enrollment and credentialing	To identify opportunities for efficiencies	Identified potential enrollment steps to drop, received CMS approval. Review of credentialing still in process.



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Process Improvement Initiative Work Streams – CONT.

Initiative	Goal	Status
NEMT rates	To utilize the appropriation for the biennium	Looked at scenarios, with Policy & Reimbursement teams, actuary & stakeholders. Wheelchair transportation rates increased 25% effective Oct. 1, 2019.
SB 480 implementation	To implement the provisions of SEA480 for NEMT	Designed data collection for SEA 480; beginning with March 2019 data posting to FSSA web page. https://www.in.gov/fssa/ompp/5700.htm
Member engagement and education	To improve utilization management consistency between members and brokers	Developed member materials for distribution through managed care and the transportation brokers.



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Process Improvement Initiative Work Streams – CONT.

Initiative	Goal	Status
Dialysis Solutions	To research options for dialysis treatment that would reduce dependence upon member transportation	Collaboration with ISDH on regulatory compliance and reimbursement options and remove regulatory barriers.
Provider Recruitment	To access state resources to conduct a transportation provider recruitment campaign and augment transportation brokers' efforts.	Conversations with other state agencies to identify ways to help grow the supply of transportation providers and resources



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Process Improvement Initiative Work Streams – CONT.

Initiative	Goal	Status
NF transportation reimbursement	To align reimbursement for a new provider type	Researching options for NF-based transportation
NEMT via EMS Providers	To identify improvements and opportunities for clarification for regulations, claims submission and claims payment	Recent initiation of work stream
Nursing facility un-pause	To end special processes for transportation providers & facilities	Post implementation of work stream initiatives



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Process Improvement Initiative Work Streams to come – CONT.

Initiative	Goal	Status
Ride review and acceptance policies for transportation providers	To identify process improvements for transportation providers	TBD
Ride schedule process updates for community members	To identify process improvements in the scheduling process for individuals without supports	TBD



NEMT
 By the
 numbers
 2019
 Q 1 – Q 3

Q1	Q2	Q3	2019
1,301	1,146	1,179	Avg. # calls for ride requests/day
2,781	2,502	2,509	Avg. # all calls handled/day
11,670	11,249	11,083	Avg. # members served/month
53,321	50,777	45,199	Avg. # rides/month
85%	88.64%	88.72%	Need met
3.14%	3.00%	3.04%	Non-compliant send-backs
1,633	1,651	1,677	Active drivers
1,539	1,518	1,574	Active vehicles
168,006	167,150	172,381	Claims received
165,946	165,742	171,844	Claims paid
37.6%	39.37%	35.91%	Ridership - high risk members
25.11%	21.61%	22.52%	Provider no-show rate
74.89%	78.39%	77.48%	Member no-show rate
93%	93%	93%	Positive approval rating
7%	7%	7%	Negative approval rating
94.13%	96.07%	95.63%	Call center satisfaction rate



Commission materials will be available at:

<https://www.in.gov/fssa/ompp/5725.htm>