



NEMT Commission Meeting

December 16, 2024

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

**Indiana Family and Social Services
Administration**



Agenda

- **Welcome and Introductions**
Slides 1-3
- **Verida Performance Oversight**
Slides 4-15
- **Verida Network Performance**
Slides 16-26
- **Wrap Up/Adjournment**
Slides 28-30

Lindsey Lux, FSSA

Clarissa Loveall Matos, FSSA

Jim Degliumberto, Verida

Lindsey Lux, FSSA



NEMT Commission Members

Name	Association	Name	Association
Brandi Foreman	Indiana Association of Rehabilitation Facilities	Sherri Hampton	American Senior Communities
Andrew VanZee	Indiana Hospital Association	Vacant	Indiana Association of Area Agencies on Aging
Eric Yazel, MD	Dept of Homeland Security	Vacant	Dialysis Provider
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
Vacant	Fee For Service Member	Sen. La Keisha Jackson	Indiana Senate



Verida Performance Oversight

Clarissa Loveall Matos,
OMPP Director of Organizational Management



Performance Monitoring

OMPP's performance monitoring activities include:

- Weekly meetings with Verida
 - Day to day operations
- Monthly meetings with Verida
 - Reports, Provider Network/Service
- Reviewing weekly, monthly and annual reports
 - Pay for Outcomes and Program Operations
- On-site audits
 - Deep-dive into contractual requirements and ensuring compliance



Performance Monitoring: On-site Audits

- On-site audits are completed monthly and consist of desk review and live demonstrations.
 - Desk reviews- Are a review of documentation submitted by Verida such as policies, procedures, reports, training materials for staff/providers, call scripts, etc.
 - On-site demonstrations- Are completed by Verida by providing live demonstrations within their systems. Some examples include scheduling rides, updating provider profiles, and watching live calls.
- On-site audits can be based on a variety of topics pulled from the contract or reporting.



Performance Monitoring: On-site Audits cont.

- The on-site topic last month was Member and Provider Databases
- December's on-site topic is Call Center and Scheduling
 - Desk review items were due on 11/29/24
 - On-site is scheduled for 12/12/24
- Some future topics include program integrity, claims processing, provider education/training, and network sufficiency



Onsite Tool			
Verida Contract Compliance – Monthly Assessment			
Topic: Call Center and Scheduling Program: FFS NEMT OMPP Vendor Manager: Josie Granfield Date of Onsite: December 12, 2024			
Contract Requirement		Documentation Requested	Assessment and Evaluation
1	8.1 Caller Privacy The Broker must train call center staff and respect a caller's right to privacy and confidentiality. The Broker must train call center staff on compliant protocol for verifying the identity of a caller and authority of a caller (if the caller is not the Member). When a Member calls the Call Center, the Call Center must follow a standard procedure to verify Member or Authorized Representative identity. The Broker shall submit a proposed procedure to the State for State review and approval during implementation. The procedure must comply with HIPAA and must comply with all State and Federal requirements protecting PHI. An Authorized Representative of a Member may contact the Call Center on their behalf.	8.1 Caller Privacy a) Desk Review: Provide all written policies and procedures for: Verifying Member or Authorized Representative identity b) Desk Review: Provide call scripts for verifying member or authorized representative identity. CSR Call Script 12-18-2023 NEMT Request Processing 6-13-2024 c) ONSITE: Demonstrate 1 incoming and 1 outbound live call where identity is confirmed. <i>Note: One call may account for more than one contract requirement.</i>	8.1 Caller Privacy
2	8.2 Call Center Staffing	8.2 Call Center Staffing	8.2 Call Center Staffing



Corrective Actions

- Verida was placed on two corrective action plans (CAPs):
 - 1) Reimbursing non-IHCP providers
 - 2) Program Integrity



Program Integrity Corrective Action Plan

- Verida was placed on a CAP on November 18, 2024, due to inadequate program integrity operations.
 - Verida has not made significant progress in closing historical open PI investigations in 2024.
 - Verida has underperformed in data mining, auditing and investigation initiations in 2024.



Program Integrity Corrective Action Plan Cont.

- Verida is expected to:
 - Submit a formal corrective action plan detailing how the issue occurred, audits that will/have occur[ed], and what protocols will be put in place to ensure these errors are not repeated.
 - Submit past frequency, high mileage, geo-code, and claims accuracy reports for OMPP review.
 - Report on weekly data mining, audits, investigations, day to day PI activities, etc. on a weekly basis until at least December 31, 2024.
 - Attend meetings with the contract management team at least bi-weekly to update OMPP on their progress in increasing surveillance and utilization review activities and closing out old investigations.



Performance Highlights

- PathWays transition- Verida was a pivotal partner in the PathWays implementation ensuring members were informed of changes and how to access services within PathWays. Verida also worked proactively with the PathWays Managed Care Entities and our Fiscal Agent.
- Verida held a successful transportation provider townhall meeting that was well attended. Feedback from providers was positive and Verida will continue to host these quarterly. The agenda included: Managing IHCP enrollment, electronic claims, reporting incidents timely/what is required.
- Call center metrics continue to meet OMPP expectations
 - Abandonment Percentage- 2.78%
 - After Hours On-Time Call Back %- 100.00%
 - 1st Call Resolution Rate- 96.63%
 - Percentage of calls answered w/in 45 sec.- 89.89%
 - Monthly average speed of answer (in seconds)-23
- Verida continues to have a 'no provider assign' rate of under 1%. This exceeds expectations as our metric is less than or equal to 5%, ensuring our members have appropriate access to transportation services. 12



Verida Network Performance & Access

Jim Degliumberto, COO
Verida, Inc.

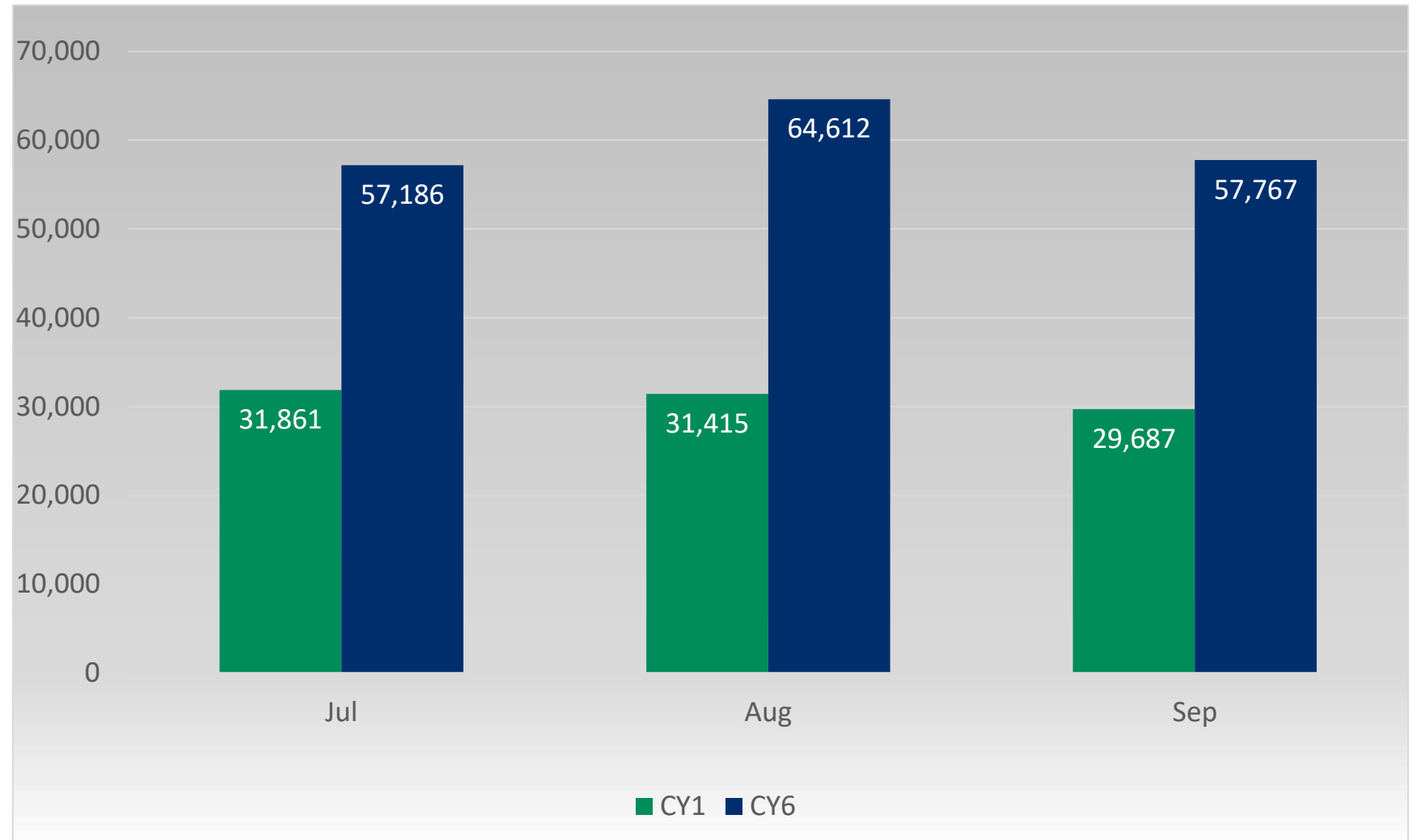


NEMT by the numbers CY1

Monthly Average	Q1
Inbound Calls	22,506
Members Served	3,110
Trip Volume	30,988
Trip Completion Rate	99.3%
Ambulatory Trips	23,896
Wheelchair Trips	5,169
Public Transit	153
Fuel Reimbursement	1,770
Active Providers	128
Active Vehicles	1,049

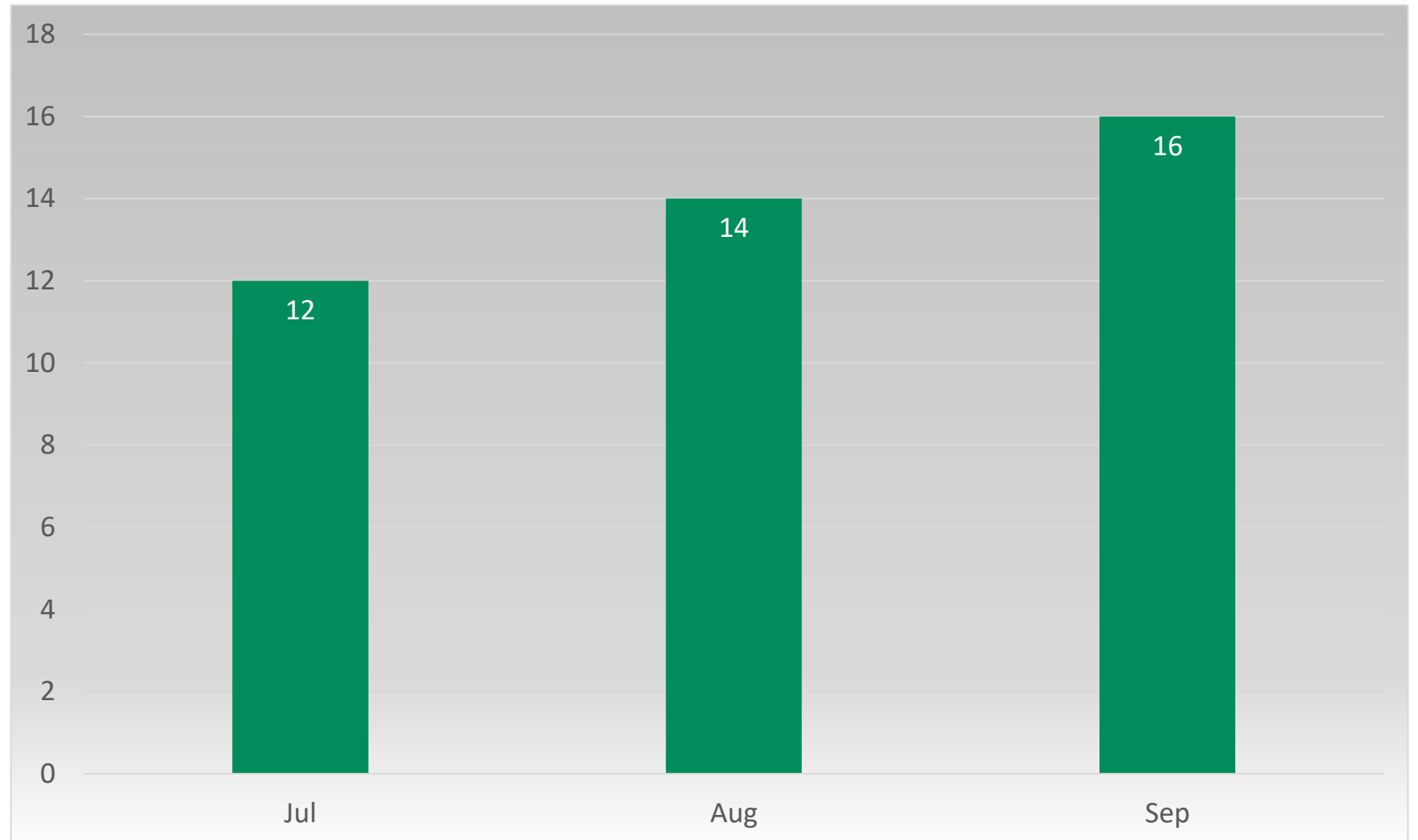


Trip Volume





Complaints



99.95% complaint free trips

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Member Experience - Call Center

- Overall satisfaction average 97%.

Month	Overall Satisfaction
Jul-24	98%
Aug-24	98%
Sep-24	96%



Member Experience - Transportation Provider

- IVR overall satisfaction average 96%

Month	Overall Satisfaction
Jul-24	94%
Aug-24	94%
Sep-24	92%



Transportation Provider Network

- New Transportation Providers (Sep 30th)
 - 10 in credentialing
 - 24 vehicles in pipeline
- Existing Transportation Provider Network
 - 127 active providers
 - 1,008 active vehicles



Provider Safety

- Vehicle Inspections
 - 653 inspected
 - 100% Pass rate
- Spot Inspections
 - 326 completed
 - 100% pass rate
- Wheelchair securement inspections
 - 115 completed
 - 100% pass rate
- Accidents and incidents
 - 10 reported this CY
 - 99.99% trips completed without an accident



Program Integrity

Patent for developing a Compliance system to reduce fraud in the provision of NEMT services.

- Use of smart phone application
- Geocodes associated with GPS locations
- Determining compliance with NEMT programs

<https://verida.com/verida-receives-process-technology-patent/>



Program Integrity

- Trip Scheduling / Pre-Authorization
 - Member is eligible
 - Best mode of transportation
 - Allowable Medicaid Service
 - Approved Medicaid Medical Provider
 - Shortest Distance
 - Assigned to Credentialed Provider



Program Integrity cont.

- Claim Submission
 - Service for correct Member
 - Correct mobility type provided
 - Pickup and Dropoff as expected
 - Geocode variance validation
 - Time variance validation
 - Vehicle used was credentialled
 - Driver was credentialled
 - Capture member signature
- Claim is denied



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