



Mike Braun, Governor
State of Indiana

Indiana Family and Social Services Administration

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E. MITCHELL ROOB JR., SECRETARY

Nonemergency Medical Transportation (NEMT) Commission Meeting Minutes

August 18, 2026
Virtual Format

Members Present

Lindsey Lux, Jim Degliumberto, Brandi Foreman, Andrew Vanzee, Kim Dodson, Paula Haskin, Rep. Jim Pressel.

Presenters

Welcome and Introductions: Lindsey Lux, FSSA
Commission Update-House Enrolled Act 1003: Lindsey Lun, FSSA
Verida Network Performance & Access: Jim Degliumberto, Verida
Verida Pay for Outcomes: Clarissa Loveall Matos, FSSA
Pay for Outcome Vote: Lindsey Lux, FSSA
Wrap up/Adjournment: Lindsey Lux, FSSA

Welcome and Introductions - Lindsey Lux

Ms. Lux took commission attendance and asked members to respond verbally or in the chat.
Ms. Lux also reviewed the agenda of presenters.

Commission Update-House Enrolled Act 1003 – Lindsey Lux

Ms. Lux informed all members of the recent update regarding House Enrolled Act 1003, which disbands the Medicaid NEMT Commission effective July 1, 2027.

Verida Network Performance & Access: Jim Degliumberto

Mr. Degliumberto provided a summary of Verida's network performance for all quarters for contract year 2. Mr. Degliumberto discussed key metrics for all quarters. Mr. Degliumberto discussed Verida's inbound calls, members served, trip volume, trip completion rate,

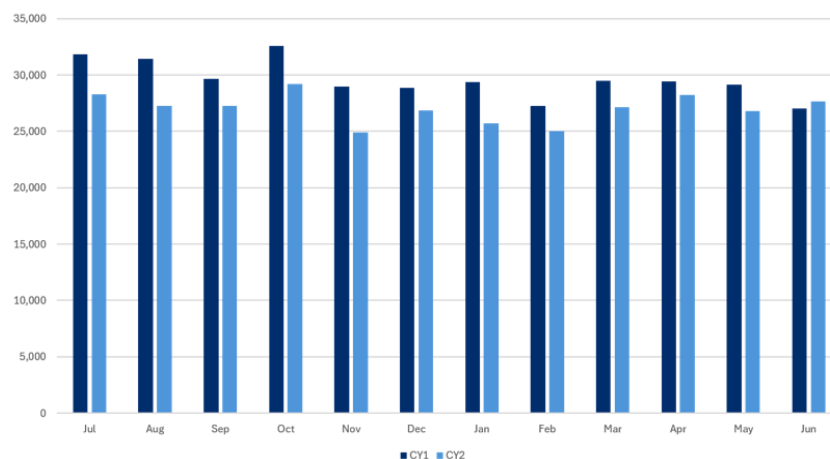
ambulatory trips, wheelchair trips public transit, fuel reimbursement, active provider and active vehicles.

Performance overview

Monthly Average	Q1	Q2	Q3	Q4
Inbound Calls	20,734	18,682	18,937	19,453
Members Served	2,833	2,770	2,740	2,779
Trip Volume	27,624	26,989	25,959	27,529
Trip Completion Rate	98.50%	99.00%	99.20%	99.00%
Ambulatory Trips	21,311	20,516	19,675	20,948
Wheelchair Trips	4,480	4,666	4,467	4,699
Public Transit	144	137	167	163
Fuel Reimbursement	1,689	1,730	1,675	1,760
Active Providers	120	118	117	121
Active Vehicles	867	853	827	838

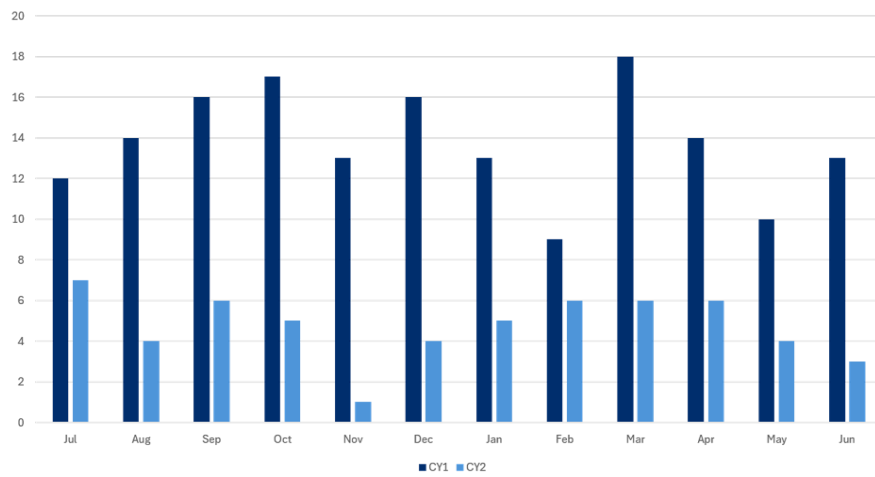
Mr. Degliumberto discussed trip volume by month over month and mentioned a decrease in utilization. Additionally, he noted that trip volume has decreased by about 9% from contract year 1 to contract year 2.

Trip Volume



Mr. Degliumberto noted a significant decrease in transportation-related complaints. The darker bars represent contract year one, while the lighter blue bars indicate contract year two. On average, Verida is seeing eight fewer complaints per month. Verida continues to monitor these trends and review the associated metrics.

Complaints



Verida is averaging in mid 90s to upper 90s on customer satisfaction for the Call Center survey. These are live member surveys conducted by a third party the day after a member contacts the call center

Member Experience-Call Center

Month	Overall Satisfaction
Jul	94%
Aug	98%
Sep	98%
Oct	96%
Nov	94%
Dec	94%
Jan	98%
Feb	98%
Mar	98%
Apr	94%
May	96%
Jun	96%

The Transportation Provider survey is averaging 92% overall satisfaction. The transportation survey provides a larger base of survey interactions.

Member experience- Transportation

Month	Overall Satisfaction
Jul	92%
Aug	86%
Sep	96%
Oct	100%
Nov	90%
Dec	98%
Jan	94%
Feb	92%
Mar	92%
Apr	98%
May	96%
Jun	96%

Transportation Provider Network

Mr. Degliumberto reported that, as of June, there are 28 providers in credentialing, with 42 vehicles in the pipeline among those providers. The current network includes 120 active providers operating 840 active vehicles. He also highlighted several industry challenges, including rising insurance costs, increasing fuel prices that affect vehicle and operational expenses, labor shortages, and overall cost-of-operations pressures.

Verida Pay for Outcomes: Clarissa Loveall Matos

Ms. Matos presented each section of the pay for outcomes categories along with how they calculated and how much Verida has earned for each measure of the metrics in each category. Below is the total earned payout for each category and the total earned payout amount.

Overall Pay for Outcomes Performance

Category of Measures	Available Payout	Earned Payout
Quality	\$43,014.13	\$43,014.13
Safety	\$64,521.19	\$64,521.19
Call Center	\$64,521.19	\$16,091.07
Transportation Requests	\$64,521.19	\$0.00
Transportation Scheduling	\$64,521.19	\$48,439.47
Transportation Provider Services	\$64,521.19	\$16,108.85
Member Education	\$21,507.66	\$21,507.06
Encounter Data Completeness and Timeliness	\$21,507.66	\$21,507.06
Report Accuracy & Timeliness	\$21,507.06	\$21,507.06
TOTAL	\$430,141.29	\$252,695.89

Pay for Outcome Vote: Lindsey Lux,

Ms. Lux counted the vote of each commission member who was present at the meeting. All commission members present voted yes for the earned payout amount of \$252,695.89.

Adjournment

Ms. Lux asked if anyone had any new business to discuss without any response.

Ms. Lux thanked everyone for their time and adjourned the meeting.