



Mike Braun, Governor  
State of Indiana

***Indiana Family and Social Services Administration***

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## **Nonemergency Medical Transportation (NEMT) Commission Meeting Minutes**

*December 29, 2025*

*Virtual Format*

### **Members Present**

Lindsey Lux, Jim Degliumberto, Eric Yazel, Kim Dodson

### **Presenters**

Welcome and Introductions: Lindsey Lux, FSSA

Verida Network Performance, Access, & AI Pilot: Jim Degliumberto, Verida

Verida Performance Oversight: Clarissa Loveall Matos, 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.

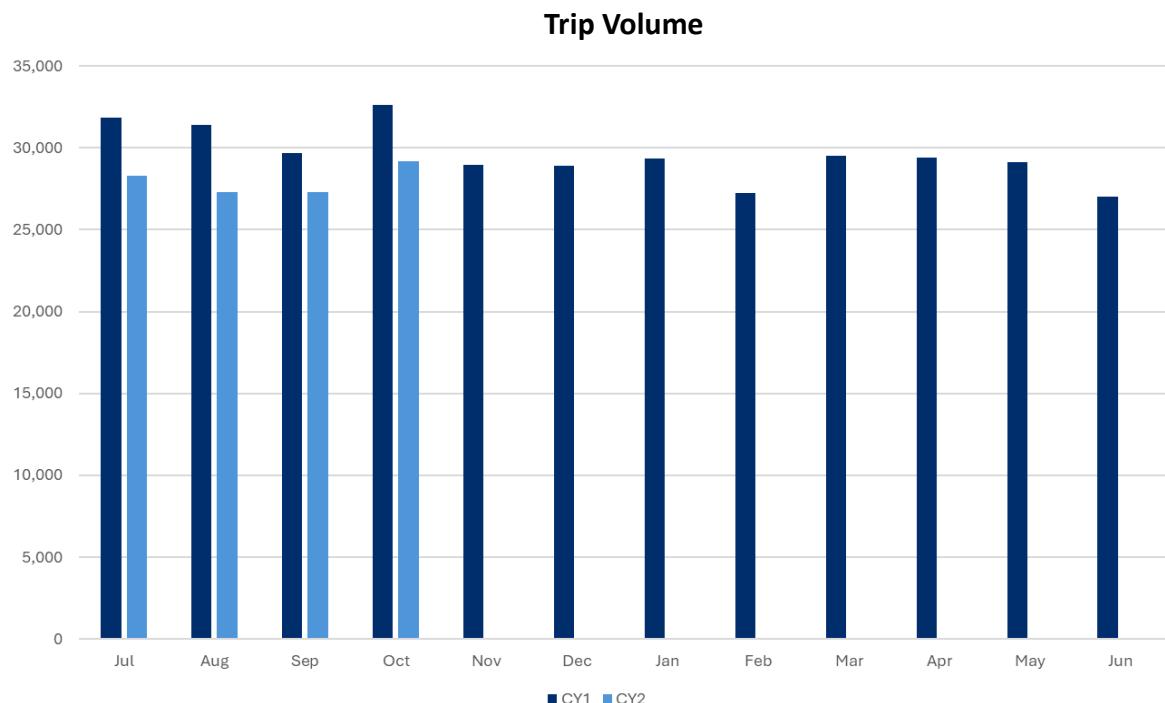
### **Verida Network Performance, Access, & AI Pilot: Jim Degliumberto**

Mr. Degliumberto provided a summary of Verida's network performance for the first two quarters for contract year 2. Mr. Degliumberto discussed key metrics for the 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.

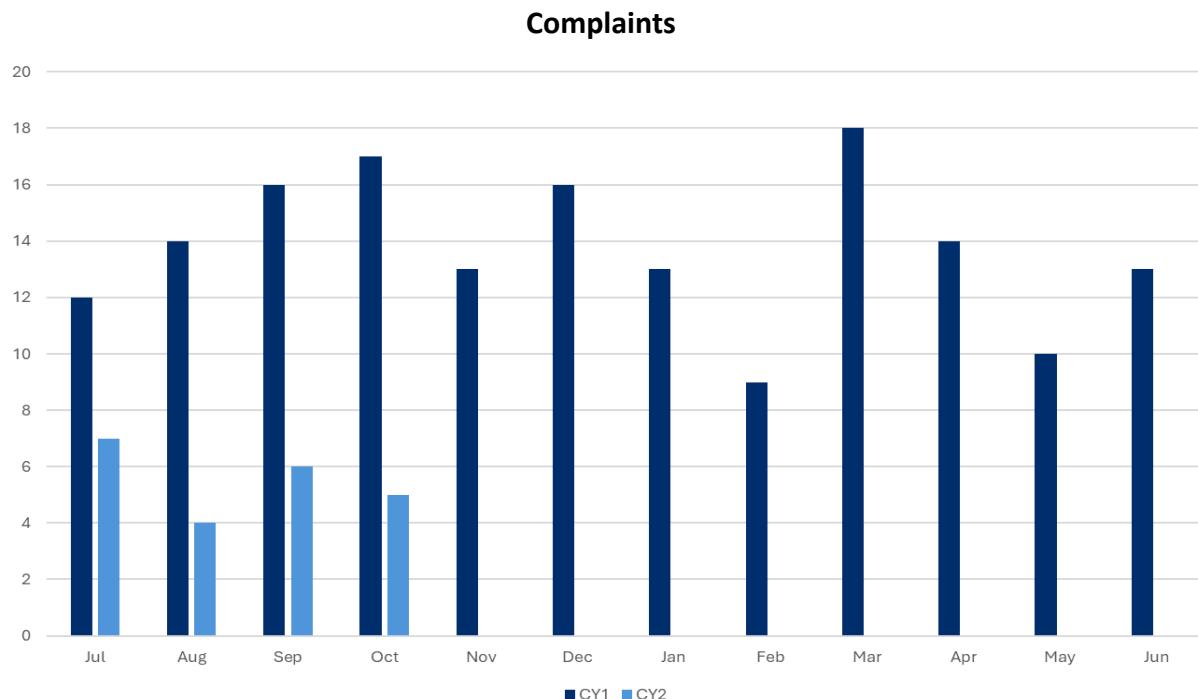
## Performance overview

Monthly Average	Q1	Q2
Inbound Calls	20,734	20,403
Members Served	2,833	2,913
Trip Volume	27,624	29,202
Trip Completion Rate	98.5%	99.1%
Ambulatory Trips	21,311	22,475
Wheelchair Trips	4,480	4,869
Public Transit	144	145
Fuel Reimbursement	1,689	1,713
Active Providers	120	118
Active Vehicles	867	860

Mr. Degliumberto discussed trip volume by month-over-month. Additionally, he noted that most of the trips have been Ambulatory with 22,475 trips and 4,869 being Wheelchair trips. It was also noted that Verida continues to push members to pursue the fuel reimbursement option when available. This volume has increased from Q1.



Complaints have remained steady but there is still a very high percentage of complaint-free trips. Verida continues to track these trends and review these metrics.



Verida is averaging 96% 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%

Transportation Provider survey is averaging 93% 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%

### Transportation Provider Network

As of November, there were 27 providers in credentialing with 40 vehicles. The existing provider network consists of 118 active providers with 860 vehicles. The network is stable and continues to grow as needed.

## **AI Pilot**

As of October, Verida has been piloting an artificial intelligence (AI) call center resource called Vee. The initial functionality is to check the status of trips, cancel trips and allow members to ask basic questions. The goal is to provide members with a user-friendly option for assistance without the need for a live agent. Live agents are still available to members who prefer this option. Testing began in July after FSSA review. All calls with Vee are monitored and have indicated favorable results thus far.

## **Verida Performance Oversight: Clarissa Loveall Matos**

Ms. Matos presented on the oversight activities that FSSA has completed thus far in contract year 2. It was shared that FSSA monitors the Verida contract through various methods and details were given about each one listed below.

1. Weekly meetings
2. Monthly meetings
3. Reviewing of weekly, monthly, and annual reports
4. On-site audits

Ms. Matos provided more information regarding on-site audits, stating that they consist of desk reviews which include documentation review and live demonstrations. Topics for on-sites are pulled from the contract and reporting. It was also stated that annually an on-site audit is completed regarding program integrity and claims processing.

## **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.