



NEMT Commission Meeting

December 29, 2025

**Lindsey Lux, OMPP Chief of Staff & Deputy
Director**
Indiana Family and Social Services
Administration



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



Agenda

- **Welcome and Introductions** Lindsey Lux, FSSA
Slides 1-3
- **Verida Network Performance, Access, & AI Pilot** Jim Degliumberto, Verida
Slides 4 -12
- **Verida Performance Oversight** Clarissa Loveall Matos, FSSA
Slides 13 -17
- **Wrap Up/Adjournment** Lindsey Lux, FSSA
Slides 18 -20



Verida Network Performance, Access, & AI Pilot

**Jim Degliumberto, COO
Verida, Inc.**



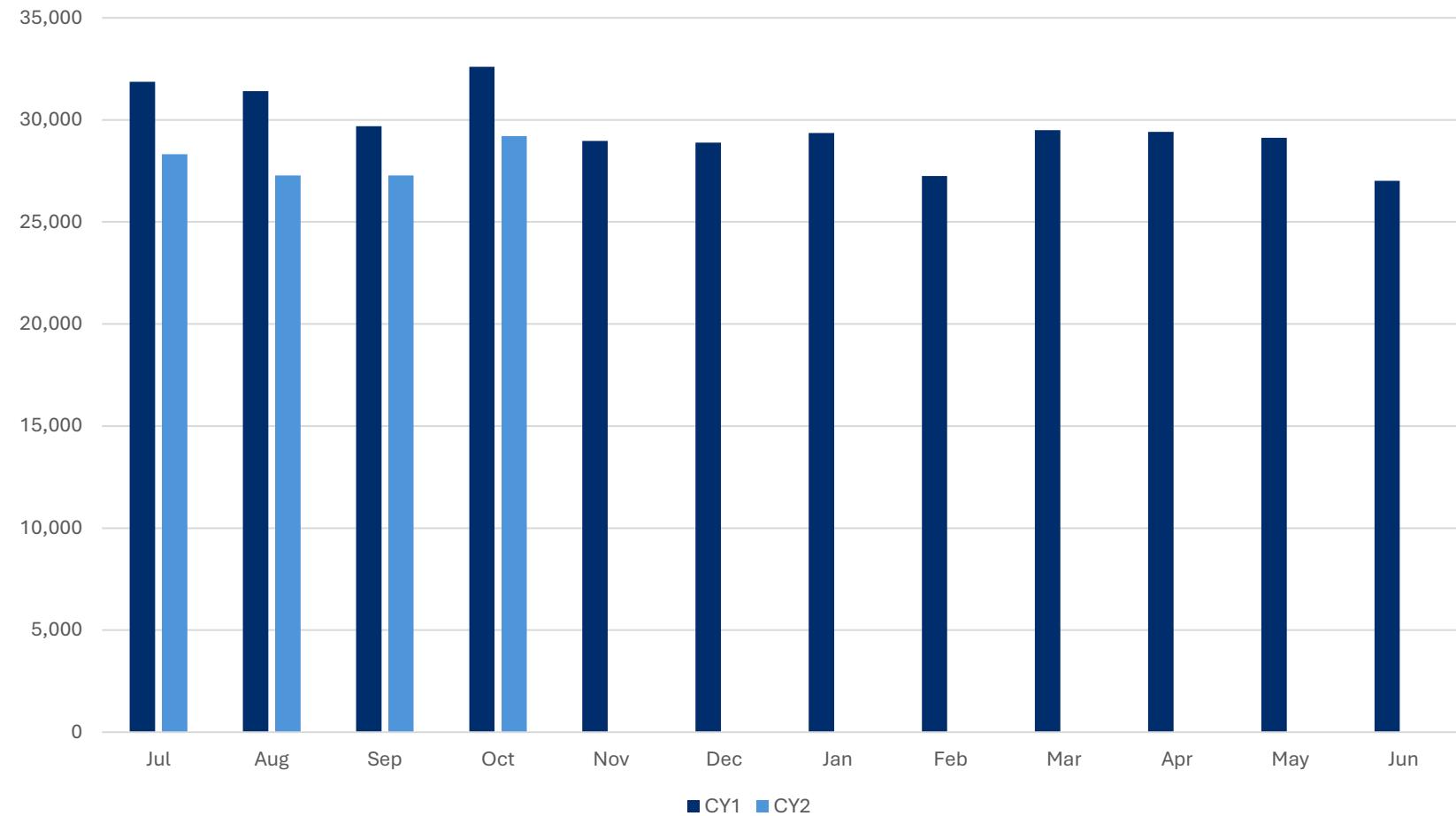
Performance Overview

	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	98.50%	99.10%	
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	

CY2 Data 7/1/2025 through 10/31/2025

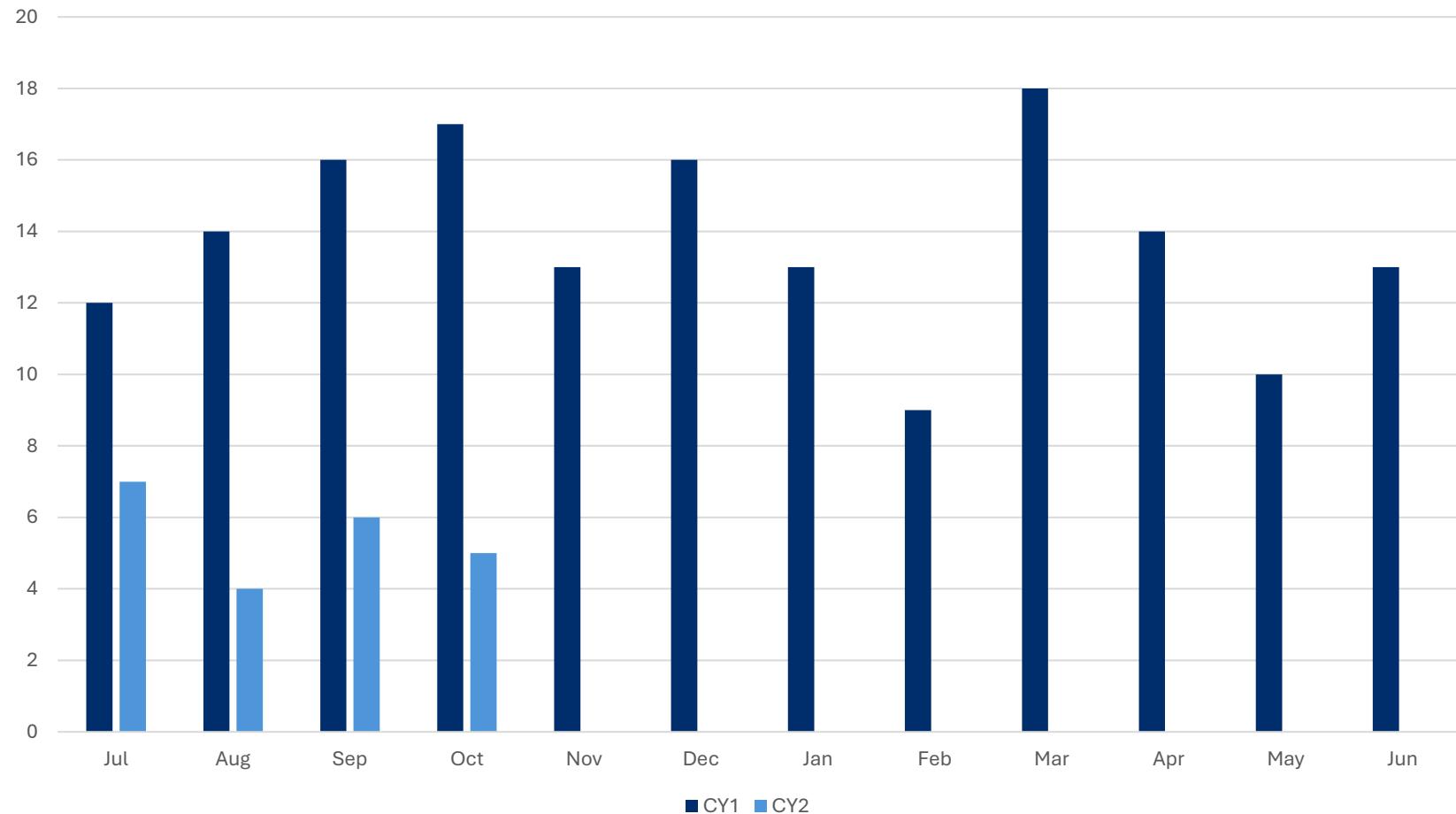


Trip Volume





Complaints





Member Experience - Call Center

Month	Overall Satisfaction
Jul	94%
Aug	98%
Sep	98%
Oct	96%



Member Experience - Transportation

Month	Overall Satisfaction
Jul	92%
Aug	86%
Sep	96%
Oct	100%



Transportation Provider Network

New Transportation Providers (Nov 30th)

- 27 in credentialing
- 40 vehicles in pipeline

Existing Transportation Provider Network

- 118 active providers
- 860 active vehicles

Provider recruitment / Outreach

- Lost 80 providers since beginning of PathWays
- Improved compliance processes
- Quarterly town hall meetings
- Face to face

Challenges

- Insurance costs



AI Pilot

Initial functionality

- Check status of future trips
- Cancel trips
- Ask basic questions about NEMT program

Goals

- User friendly
- Reduce calls to live agents
- Reduce expense

Began testing in July

Launched in October

- Auto QA each call
- Transcripts and recordings for review

Favorable results thus far

Continue monitoring to improve results



AI Pilot- Tracker

Yesterday ▼ Select Agent ▼ Select Medium ▼

Total Interactions ⓘ

55

▼-29.5%

Transfer Rate ⓘ

54.5%

▲+1.3%

Total Interaction Duration ⓘ

1.2 h

▼-31.0%

Avg Interaction Duration ⓘ

1m 19s

▼-2.1%

Interaction End Reasons ⓘ



call_transfer_tool
user_hung_up
call_end_tool
user_unresponsive

Avg Interaction Duration Trends ⓘ

3m 20s

1m 40s

0s

12 AM 05 AM 10 AM 03 PM 08 PM

Avg Interaction Duration

Time →

Avg Call Turns Trends ⓘ

10

5

0

12 AM 05 AM 10 AM 03 PM 08 PM

Avg Call Turns

12 AM 05 AM 10 AM 03 PM 08 PM

Time →

Interaction Volume ⓘ

20

10

0

12 AM 05 AM 10 AM 03 PM 08 PM

Interactions

12 AM 05 AM 10 AM 03 PM 08 PM

Time →

12

12



Verida Performance Oversight

Clarissa Loveall Matos, FSSA

Division Director



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-Overview

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

- Last month, the on-site topic was Provider Communication.
- Upcoming topics will include program integrity, claims processing, scheduling, call center operations, database management, and network sufficiency.



Corrective Actions

- No corrective actions



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**