



Nonemergency Medical Transportation (NEMT) Commission Meeting Minutes

December 19, 2023

Virtual Format

Members Present

Lindsey Lux, Andrew VanZee, Dr. Eric Yazel, Gary Miller, Kristen LaEace, Jim Degliumberto, Fern Mirkin, Sherri Hampton, Rep. Pat Boy

Presenters

Welcome and Introductions: Lindsey Lux, FSSA

Agenda: Lindsey Lux, FSSA

Verida Network Performance and Access: Jim Degliumberto, Verida, Inc.

NEMT Contract Readiness Review: Jami Sayeed, 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.

Agenda – Lindsey Lux

Ms. Lux went over the agenda of presenters.

Verida Network Performance and Access- Jim Degliumberto

Mr. Degliumberto provided an in-depth summary on Verida’s operations and performance from quarter 4 (Q4) contract year 5 (CY5) to quarter 1 (Q1) contract year 6 (CY6).

NEMT by the Numbers

Q4 (CY5)	Q1 (CY6)	Monthly Average
49,755	40,031	Inbound calls
9,336	6,910	Members served
70,328	59,855	Trip Volume
97.3%	98.6%	Completion Rate (NPA)
45,160	44,126	Ambulatory
20,925	13,152	Wheelchair
728	570	Public Transit
1,816	2,006	Fuel Mileage Reimbursement
198	148	Active Providers

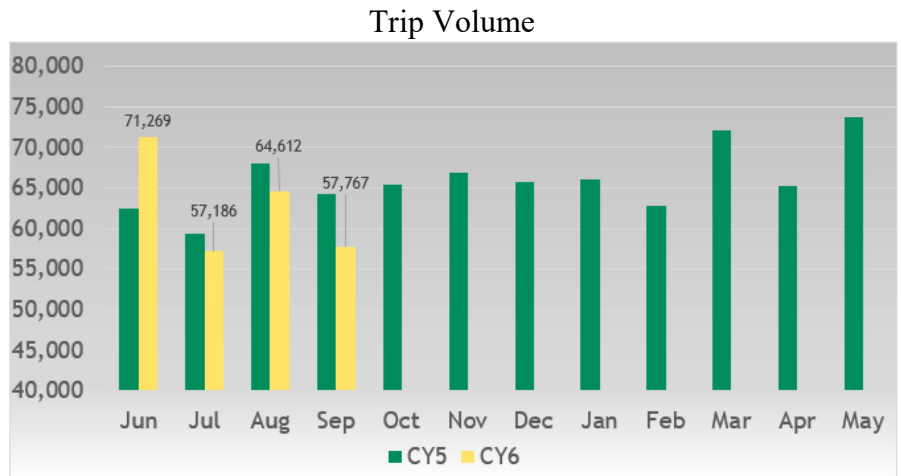
1,354	1,250	Active Vehicles
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Call volume has decreased from 49,755 to 40,031. This decrease is mainly due to the impact of the nursing home and ambulance carve-out that was implemented in July 2023. The carve-out impact can be seen on the majority of the metrics.

The number of members served has also decreased, resulting in an approximate 15% reduction in monthly trip volume.

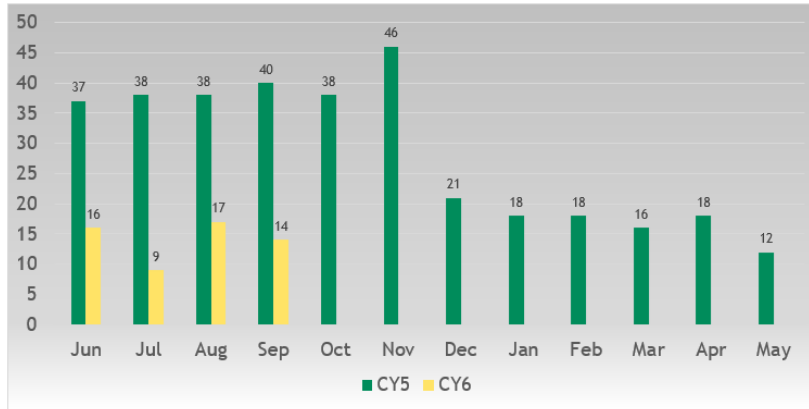
The other metrics remain relatively similar in terms of percentages. Ambulatory transportation remains the most provided service. Wheelchair transportation is the second most provided service.

Verida has also seen a reduction in active providers and active vehicles due to the carve-out. This is because ambulance providers are no longer in the network, and nursing home facilities are providing their own transportation.



Monthly trip volume is trending back up since the COVID-19 pandemic. However, due to the carve-out in July 2023, there is a dramatic decrease in trip volume from June to September. Trip volume will continue to fluctuate based on the time of the year, but the carve-outs will remain a factor.

Complaints



Complaint numbers continue to decrease, and Verida remains 99% complaint free. The increase in complaints in November (CY5) is due to a provider exiting the network unexpectedly. Verida was quickly able to backfill that provider which is reflected in the complaint numbers going back down in December (CY5).

Member Experience – Call Center

Month	Overall Satisfaction
Oct-22	100%
Nov-22	92%
Dec-22	100%
Jan-23	96%
Feb-23	98%
Mar-23	92%
Apr-23	96%
May-23	92%
Jun-23	96%
Jul-23	98%
Aug-23	98%
Sep-23	96%

Verida is averaging 96% satisfaction for the Call Center survey.

Mr. VanZee asked what the response rate was on the satisfaction surveys. Mr. Degliumberto responded that Verida captures a minimum of 50 surveys each month for the third-party Call Center and Transportation Provider surveys. Members can also opt in to IVR surveys regarding their trips. The IVR opt in rate has decreased over time, but Verida receives

around 4,000 IVR surveys each month. The third-party survey and the IVR survey correlate in terms of high satisfaction.

Member Experience – Transportation Provider

Month	Overall Satisfaction
Oct-22	92%
Nov-22	94%
Dec-22	98%
Jan-23	96%
Feb-23	96%
Mar-23	94%
Apr-23	92%
May-23	88%
Jun-23	98%
Jul-23	92%
Aug-23	96%
Sep-23	96%

The Transportation Provider survey is averaging 94% overall satisfaction.

Transportation Areas of Need



- Three Counties Remain
 - Elkhart
 - Lake
 - Marion
- Five counties removed since June 2023
 - Allen
 - Madison
 - Porter
 - Vanderburgh
 - Vigo

The map above represents counties where Verida had two or more missed trip legs per day. Typically, a trip will have two legs, a pickup and a drop off. Since the last meeting in June,

Verida has removed five counties from the areas of need (Allen, Madison, Porter, Vanderburgh, and Vigo). Three counties remain as areas of need (Elkhart, Lake, and Marion). These remaining counties are densely populated and have a high volume of trips. Verida is working to add transportation providers to these areas but due to the high volume of trips in these counties, they tend to continue as areas of need.

Transportation Provider Network Growth

Twelve providers are currently in credentialing which accounts for 108 vehicles in the network pipeline. There are currently 148 existing providers with 1,250 active vehicles. Verida continues to grow the network and has been stable since the COVID-19 pandemic. Verida is consistently recruiting new transportation providers to increase network capacity.

Provider Safety

There were 403 routine vehicles inspections with a 100% pass rate. There were 198 spot inspections with a 100% pass rate. There were 75 wheelchair securement inspections completed. There were 28 accidents and incidents reported this contract year. 99.99% of the trips completed were done so without an accident/incident.

Member Technology – Member Web Portal

Verida provides an online option for members and facilities to schedule rides and have access to other self-service options. The member portal is a website that Verida has developed for members to schedule rides, check trip statuses, view previous rides, submit complaints, and rate their rides (1 to 5 stars). From year-to-date, Verida has registered 747 members in the portal. These members have scheduled over 7,000 trips.

Member Technology – Member Application (App)

Verida has also developed a member application for smartphones. The application allows members to schedule trips, check statuses, submit complaints, manage fuel reimbursement, and more.

NEMT Contract Readiness Review – Jami Sayeed

Readiness Review Approach

Readiness review is an assessment of a vendor's readiness to support contract requirements and performance standards.

Readiness review is first approached by aligning FSSA leads and Verida leads for contract sections or functional areas to facilitate meaningful interaction. This allows FSSA leads to best assess Verida's ability to fulfill the contract requirements at the standards set within the contract. The leads for each contract section are chosen based on subject matter expertise.

Then, the readiness review project management team develops a readiness review log and other tools to ensure organization of the review process, standardized processes, transparency, and seamless collaboration.

Validation methodologies (VM) for contract requirements are developed by deciding the best mechanism for Verida to provide proof it can meet the contract requirements and performance standards.

Then, readiness review is initiated with an onsite discovery session that sets the tone for the readiness review. It also allows FSSA to identify areas of focus and the best timelines to apply to certain areas of the contract based on the work needed to assess readiness in that an area. It also helps FSSA refine the validation methodologies for an efficient, thorough review.

Next, desk reviews and document submissions occur. Many of the validation methodologies used are Verida documents such as policies, plans, and training materials used with Verida staff. These documents are provided to the FSSA leads to determine whether contract requirements are met or whether the documents need to be returned to Verida for further development.

Upon review, FSSA leads determine if ‘Yes’ Verida is ready to meet the contract requirement or ‘No.’ If ‘No,’ the FSSA lead provides feedback on the gaps so Verida can make adjustments to align with the requirements and instill confidence that the performance standards will be met.

Finally, FSSA will do an onsite walkthrough of Verida’s operations to view the day-to-day activities and physical environment. FSSA will also do side-by-side observations with Verida staff, such as call center representatives, to fully understand whether Verida is ready to perform under the requirements of the new contract. Verida will perform work system demonstrations as well.

Readiness Review Process



The goal of the readiness review is to ensure a vendor is ready to comply with the requirements of the new contract.

As FSSA goes through the process of reviewing the various validation methodologies, they compare what they review to the contract requirements and only determine that Verida is ready if

the FSSA reviewer has complete confidence that Verida is prepared to support the requirements of the new contract in that area.

If the FSSA reviewer does not have complete confidence, they provide a readiness disposition of 'No' and provide Verida detailed feedback on what needs to happen to demonstrate readiness to perform in the contract area and meet performance standards.

This process can take multiple rounds of review and providing feedback to Verida so that FSSA can ensure complete confidence is met before saying, 'Yes,' Verida is prepared to support the contract requirements.

Even though Verida is the incumbent NEMT broker, FSSA is approaching readiness review activities the same way they would with a new broker. This is a very thorough, robust review of Verida's ability to meet the requirements of the **new** contract.

Accomplishments to-date

- Conducted project kickoff with FSSA and Verida teams.
- Established external collaboration site for FSSA and Verida.
- Developed readiness review log and other project support tools.
- Developed comprehensive validation methodologies for contract requirements.
- Trained FSSA team on the readiness review lifecycle, including the document review process, use of document review and demo feedback forms, document version control, and capturing of readiness review results.
- Developed high-level functional area "groupings" of requirements to facilitate onsite discovery approach and agenda.
- Conducted interactive onsite discovery session with FSSA and Verida teams.
- Published the initial document request and have 70 documents under FSSA review for evidence of readiness to comply with the new contract.
- Established a prioritization and schedule for the delivery of additional documents.
- Scheduled an initial set of demonstrations and subject matter expert interviews.
- Initiated transition planning for PathWays for Aging program members.

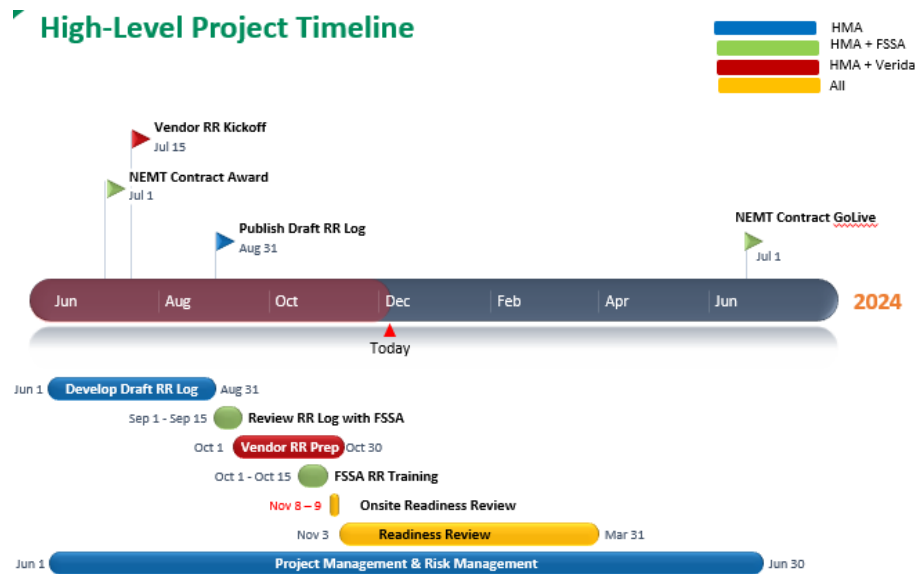
Sample Validation Methodologies

Focus Area	Validation Methodologies
Complaint Investigation & Resolution	<ul style="list-style-type: none"> • Submit for review a summary report which lists and includes analysis of all complaints and appeals received. • Submit examples (or a demo) of the data analyses of complaint and appeal data.
Transportation Network Companies	<ul style="list-style-type: none"> • Submit for review TNC Engagement Plan with all required sections, as outlined in requirements. • Identify points of contact for ongoing maintenance of this Plan and managing relations with TNCs. • Perform a system demo to see how vehicle data are entered, maintained, billed, archived, and audited.

Focus Area	Validation Methodologies
Staffing Levels & Qualifications	<ul style="list-style-type: none"> • Submit a Staffing Plan and Organizational Chart for review that, that at a minimum, addresses how all requirements and qualifications will be met.
Member Communications	<ul style="list-style-type: none"> • Perform a demo of the Member website, member portal, and mobile app that demonstrates all functionality and content requirements, including information related to ALS, BLS, and NF carveouts.
Incident Reporting	<ul style="list-style-type: none"> • Submit documentation for review describing how accidents and moving violations are internally reported, documented, externally communicated, and tracked.

Focus Area	Validation Methodologies
Hospital Discharge	<ul style="list-style-type: none"> • Submit for review policies & procedures for accommodating discharge requests from hospitals, EDs, PRTF, and other inpatient facilities, with pickup and transport occurring not to exceed 3 hours from the request and being available 24 hours a day/7 days per week.
Clarity on Membership and Program Characteristics	<ul style="list-style-type: none"> • Submit for review how the Broker coordinates benefit responsibilities with non-broker entities that administer other health benefits and carved-out services. • Submit for review how the Broker monitors the regulatory landscape.

Project Timeline



Rep. Boy asked how the 28 accidents mentioned in the previous presentation could be characterized. Mr. Degliumberto answered that they were minor accidents or incidents such as falling while exiting the vehicle. He offered to pull the actual accidents and incidents for review. Rep. Boy said that would not be necessary.

Ms. LaEace asked what impact the carve outs and transition to PathWays will have on the new Verida contract. Ms. Lux responded the changes will make the Verida NEMT contract smaller than it currently is. FSSA is working with their actuaries to determine what is expected with those changes.

Ms. Lux thanked Fern Mirkin for her comment regarding her continued advocacy and support for the member experience.

Mr. Miller asked if providers are given time to correct issues found during vehicle inspections and if that is the reason for 100% compliance. Mr. Degliumberto answered that inspections are scheduled, and a corrective action and 10-day cure letter is issued when a minor issue needs to be addressed. Additionally, Verida can provide missing items on scene so that the provider can then meet the requirement. Mr. Miller noted Verida seems to have a high success rate. Mr. Degliumberto attributed the high success rate is a result of network stability and provider awareness.

Mr. Miller asked if Verida was still utilizing ambulance services for wheelchair patients when wheelchair providers are unavailable. Mr. Degliumberto responded that Verida rarely needs to do this since Verida has seen an increase in wheelchair providers due to the wheelchair grants. Mr. Miller stated that some providers feel that by utilizing ambulance services for wheelchair patients, they are billing Medicaid illegally since they are charging for ambulance trips even

though it is a wheelchair trip. Mr. Miller said this could be resolved by FSSA issuing a letter stating providers are in compliance when these challenges occur. Mr. Degliumberto said he doesn't believe Verida is billing that way on the encounter side. Mr. Degliumberto said they would most likely be receiving a special rate for that trip and the encounter is being transmitted at the appropriate level of service. Mr. Miller offered to work with FSSA and Verida offline to discuss wording for the letter, which was accepted.

Adjournment

Ms. Lux thanked everyone for their time.