



Mike Braun, Governor  
State of Indiana

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

402 W. WASHINGTON ST., P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083

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

*August 28, 2025  
Virtual Format*

## **Members Present**

Lindsey Lux, Jim Degliumberto, Brandi Foreman, Andrew Vanzee, Gary Miller

## **Presenters**

Welcome and Introductions: Lindsey Lux, FSSA  
Verida Network Performance & Access: Jim Degliumberto, Verida  
Program Updates: Clarissa Loveall Matos, FSSA  
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.

## **Verida Network Performance & Access: Jim Degliumberto**

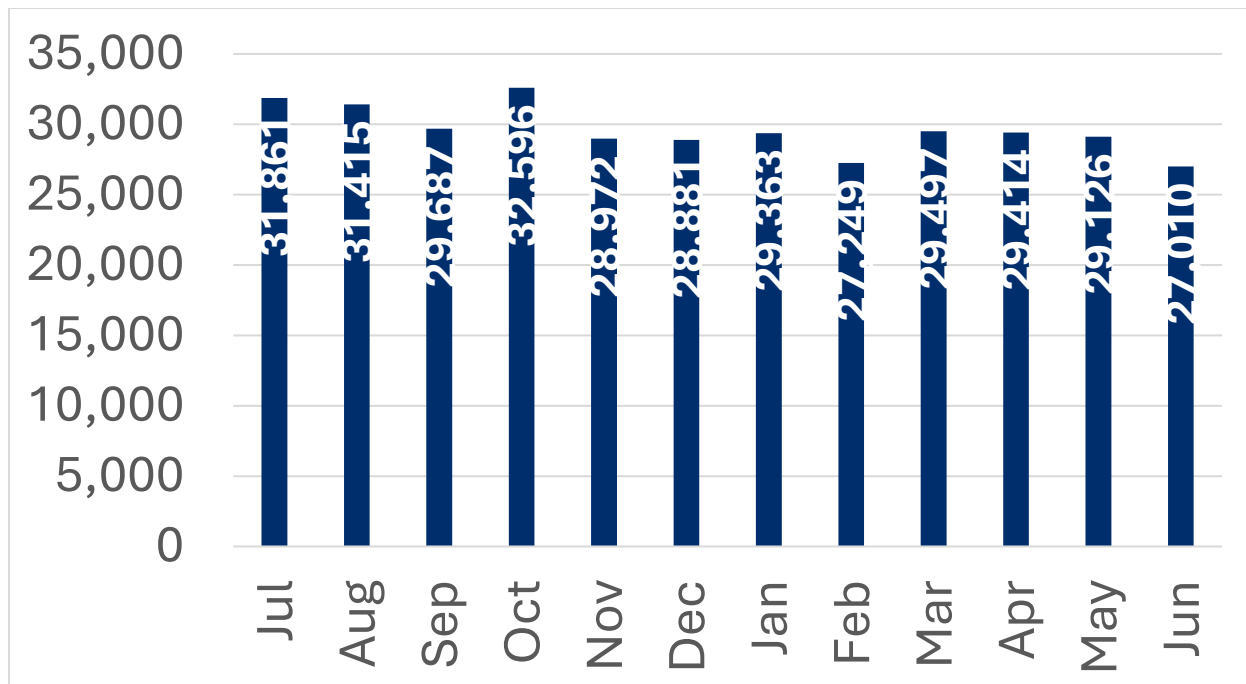
Mr. Degliumberto provided a summary of Verida's network performance for all quarters for contract year 1. Mr. Degliumberto discussed key metrics for all quarters. Mr. Degliumberto discussed Verida's inbound calls, members served, trip volume, trip completion rate, ambulatory trips, wheelchair trips public transit, fuel reimbursement, active provider and active vehicles.

### Performance overview

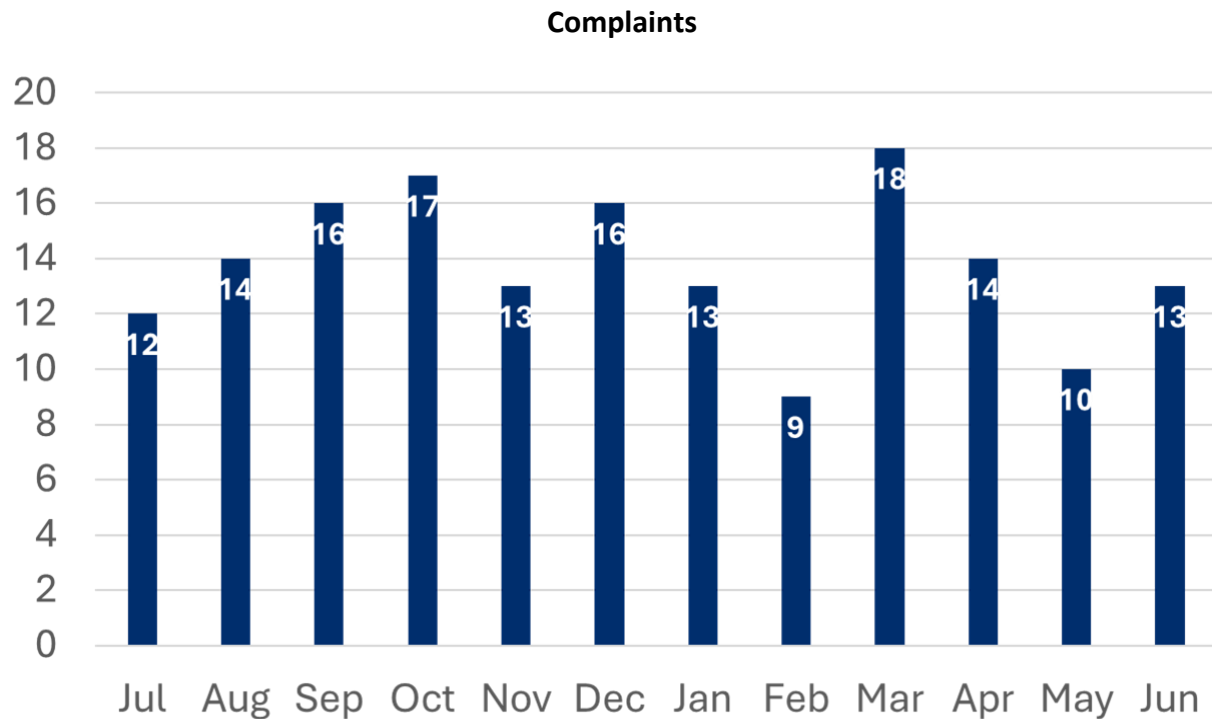
Monthly Average	Q1	Q2	Q3	Q4
Inbound Calls	22,506	19,711	21,148	21,179
Members Served	3,110	2,969	2,952	2,870
Trip Volume	30,988	30,150	28,703	28,517
Trip Completion Rate	99.30%	99.10%	98.50%	98.30%
Ambulatory Trips	23,896	23,141	22,207	21,987
Wheelchair Trips	5,169	5,011	4,567	4,655
Public Transit	153	141	113	136
Fuel Reimbursement	1,770	1,857	1,816	1,739
Active Providers	128	126	117	118
Active Vehicles	1,049	982	883	894

Mr. Degliumberto discussed trip volume by month-over-month. Additionally, he noted that trip volume has decreased by about 52% since the transition to PathWays. 52 % reduction in Ambulatory trips 4% reduction in wheelchair, public transit remains at 65%.

### Trip Volume



Complaints have remained steady but there is still a very high percentage of complaint-free trips (99.95%). Verida continues to track these trends and review these metrics.



Verida is averaging 98% 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	98%
Aug	98%
Sep	96%
Oct	100%

Transportation Provider survey is averaging 96% overall satisfaction. The transportation survey provides a larger base of survey interactions.

#### **Member experience: Transportation**

Month	Overall Satisfaction
Jul	98%
Aug	98%
Sep	96%
Oct	100%
Nov	96%
Dec	96%

#### **Transportation Provider Network**

As of June, there were 4 providers in credentialing with 25 vehicles. The existing provider network consists of 120 active providers with 881 vehicles. The network is stable and continues to grow as needed.

#### **Provider Safety**

Member safety remains one of Verida's top priorities. There were 2,557 routine vehicles inspections with a 100% pass rate. There were 1342 random spot inspections with a 100% pass rate. There were 391 wheelchair securement inspections completed with a 100% pass rate. There were 32 accidents and incidents reported this contract year so far. 99.99% of the trips completed were done without an accident/incident.

#### **Program Updates: Clarissa Loveall Matos**

Ms. Matos provided updates on Program Integrity Corrective action plan due to inadequate program integrity operations. However, Verida has demonstrated significant improvement in their PI operations and worked actively with the FSSA to close this CAP through collaboration. The FSSA PI team and Verida held bi-weekly meetings where Verida provided weekly reports and updates on their ongoing auditing and investigation initiatives. They also worked together on continuous process and policy improvements. Recently, an on-site and desk review of Verida's PI operations was completed. During this review, Verida submitted their policies and procedures documents and demonstrated compliance with all contractual guidelines related to the PI section. Additionally, Verida updated its PI processes to streamline operations and presented real-time examples from their system during the onsite visit, which contributed to the decision to close the PI CAP.

#### **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.

1. Quality
2. Safety
3. Call Center
4. Transportation Scheduling
5. Transportation Requests
6. Transportation Provider Services
7. Member Education and Outreach
8. Encounter Data Completeness and Timeliness
9. Report Accuracy and Timeliness

Below is the total earned payout for each category.

**Overall Pay for Outcomes Performance**

Category of Measures	Available Payout	Earned Payout
Quality	\$44,683.23	\$44,683.23
Safety	\$67,024.85	\$67,024.85
Call Center	\$67,024.85	\$50,268.63
Transportation Requests	\$67,024.85	\$0
Transportation Scheduling	\$67,024.85	\$67,024.85
Transportation Provider Services	\$67,024.85	\$25,134.32
Member Education	\$22,341.62	\$13,963.50
Encounter Data Completeness and Timeliness	\$22,341.62	\$22,341.62
Report Accuracy & Timeliness	\$22,341.62	\$22,341.62
<b>TOTAL</b>	<b>\$446,832.31</b>	<b>\$312,782.62</b>

**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 payment.

**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.