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*Office of Medicaid Policy and Planning*  
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# Nonemergency Medical Transportation (NEMT) Commission Meeting Minutes

*December 16, 2024*

*Virtual Format*

## **Members Present**

Lindsey Lux, Jim Degliumberto, Sen. La Keisha Jackson, Dr. Eric Yazel, Sherri Hampton

## **Presenters**

Welcome and Introductions: Lindsey Lux, FSSA

Verida Performance Oversight: Clarissa Loveall Matos, FSSA

Verida Network Performance: Jim Degliumberto, Verida, Inc.

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 Performance Oversight - Clarissa Loveall Matos**

Ms. Matos discussed Verida's recent performance oversight from the State's perspective.

OMPP's performance monitoring includes weekly and monthly meetings with Verida, reviewing weekly, monthly, and annual reports, and on-site audits.

On-site audits are completed monthly and consist of desk reviews and live demonstrations.

- Desk reviews are a review of documentation submitted by Verida. This may include policies, procedures, reports, training materials, call scripts, etc.
- On-site demonstrations are live demonstrations that Verida presents on their systems. Some examples include scheduling rides, updating provider profiles, and watching live calls.

An example of an on-site tool that OMPP used to complete an on-site audit was shared during the meeting. This image represents one page of an on-site tool as an example.

Ms. Matos reviewed the two corrective action plans (CAPs) that Verida was placed on as a result of OMPP's monitoring processes.

- 1) Reimbursing non-IHCP providers
- 2) Program Integrity

Ms. Matos noted that the first CAP was identified in quarter one of Verida’s contract year and was regarding reimbursing non-IHCP providers. This CAP was promptly addressed and approved for closure by the state. The state continues to monitor the status of this closed CAP monthly through onsite audits.

Verida was placed on a CAP on November 18, 2024, due to inadequate program integrity operations. As a result of this CAP, Verida is expected to

- Submit a formal corrective action plan
- Submit frequency, high mileage, geo-code, and claims accuracy reports for OMPP review.
- Report on weekly data mining, audits, investigations, day to day PI activities, etc. on a weekly basis until at least December 31, 2024.
- Attend meetings with the contract management team at least bi-weekly to update OMPP on their progress.

Ms. Matos reiterated that the December 31<sup>st</sup> date is only a check in, and the state can keep the CAP open until it feels the CAP has been remedied and addressed completely.

Ms. Matos discussed Verida performance highlights from the state’s perspective.

- Verida worked proactively with MCEs and Gainwell for PathWays implementation.
- Verida held a town hall meeting which had great attendance. Feedback from providers was positive.
- Call center metrics continue to meet OMPP expectations
- Verida continues to have a ‘no provider assigned’ rate of under 1%.

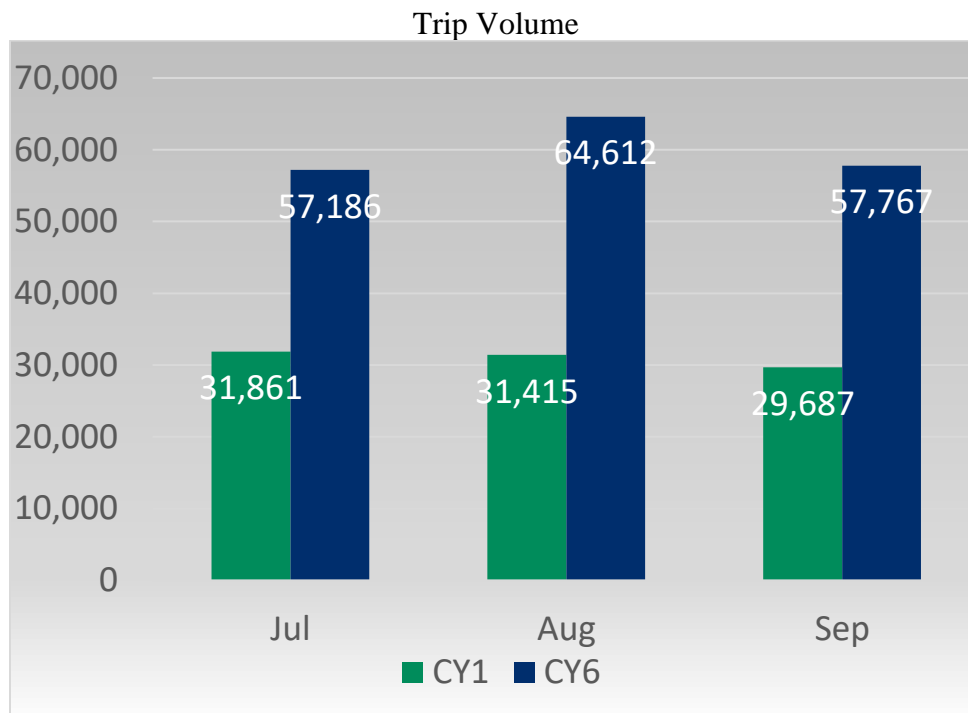
#### **Verida Network Performance – Jim Degliumberto**

Mr. Degliumberto provided a summary of Verida’s network performance for quarter 1 (Q1) contract year 1 (CY1).

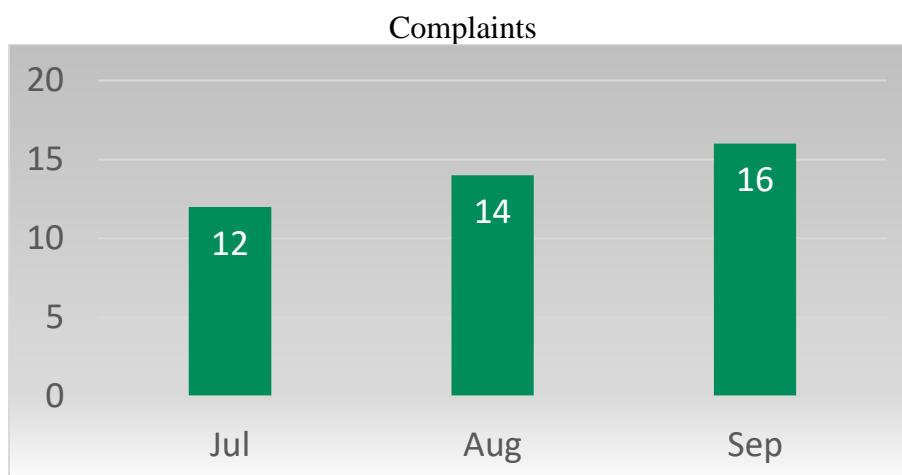
NEMT by the Numbers CY1

Monthly Average	Q1
<b>Inbound Calls</b>	<b>22,506</b>
<b>Members Served</b>	<b>3,110</b>
<b>Trip Volume</b>	<b>30,988</b>
<b>Trip Completion Rate</b>	<b>99.3%</b>
<b>Ambulatory Trips</b>	<b>23,896</b>
<b>Wheelchair Trips</b>	<b>5,169</b>
<b>Public Transit</b>	<b>153</b>
<b>Fuel Reimbursement</b>	<b>1,770</b>
<b>Active Providers</b>	<b>128</b>
<b>Active Vehicles</b>	<b>1,049</b>

Mr. Degliumberto discussed key metrics for Q1 CY1. Mr. Degliumberto noted that Verida's call center averages about a 23 second average answer speed. Additionally, he noted that trip volume has decreased by about 50% since the transition to PathWays. Ambulatory trips still make up most transports.



Mr. Degliumberto compared trip volume from this contract year 1 to the previous contract year 6 during the same time period. Month over month, Verida's trip volume compared to this time last year has decreased due to the carveout of the PathWays program.



Complaints have slightly gone up over the past three months but there is still a very high percentage of complaint free trips (99.95%). Verida continues to track these trends and review these metrics.

#### Member Experience – Call Center

Month	Overall Satisfaction
Jul-24	98%
Aug-24	98%
Sep-24	96%

Verida is averaging 97% 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 – Transportation Provider

Month	Overall Satisfaction
Jul-24	94%
Aug-24	94%
Sep-24	92%

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

#### Transportation Provider Network

As of September 30, there were 10 providers in credentialing with 24 vehicles. The existing provider network consists of 127 active providers with 1,008 vehicles. The network is stable and continues to grow as needed.

#### Provider Safety

Member safety remains one of Verida's top priorities. There were 653 routine vehicles inspections with a 100% pass rate. There were 326 random spot inspections with a 100% pass rate. There were 115 wheelchair securement inspections completed with a 100% pass rate. There were 10 accidents and incidents reported this contract year so far. 99.99% of the trips completed were done so without an accident/incident.

#### Program Integrity

Mr. Degliumberto went over Verida's program integrity systems and processes. He noted that Verida's systems and processes are built to prevent fraud, waste, and abuse. Mr. Degliumberto said that Verida was awarded a patent for developing a compliance system to reduce fraud in the provision of NEMT services.

Ms. Lux asked Mr. Degliumberto to speak to what went wrong in Verida's program integrity (PI) operations and what was being done to correct the issues per the corrective action plan. Mr.

Degliumberto said everything at Verida is built to manage PI. There was a breakdown in how PI was being managed, reported, and communicated.

**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.