Nonemergency Medical Transportation (NEMT) Commission Meeting Minutes
August 08, 2023
Virtual Format

Members Present
Lindsey Lux, Brian Carnes, Andrew VanZee, Eric Yazel, MD, Gary Miller, Kim Dodson, Jim Degliumberto, Fern Mirkin, Sherri Hampton, Rep. Pat Boy, Sen. Jean Breaux

Presenters
Welcome and Introductions: Lindsey Lux, FSSA
Agenda: Lindsey Lux, FSSA
Program Updates: Lindsey Lux, FSSA
Verida Network Performance and Access: Jim Degliumberto, Verida, Inc.
Verida Pay for Outcomes: Jami Sayeed, FSSA
Pay for Outcomes Vote and Wrap Up/Adjournment: Lindsey Lux, FSSA

Welcome and Introductions – Lindsey Lux
Ms. Lux took commission attendance asking members to respond verbally or in chat, indicating any commission members unavailable during the verbal attendance could indicate their presence in the chat.

Agenda – Lindsey Lux
Ms. Lux went over the agenda of presenters.

Program Updates- Lindsey Lux
Ms. Lux talked about the Home and Community Based Services (HCBS) grant program that was discussed in the last commission meeting and highlighted the grant details. The HCBS grant was put into place to improve the non-emergency medical transportation options within the state of Indiana with the effort to increase the number of vehicles serving non-emergency medical transportation.

HCBS Grant Details:
- Bariatric Ambulances Grant - 21 Bariatric Ambulances awarded across the state of Indiana which totaled $3.8 million.
- Wheelchair Van and Lift Grant - 83 new Wheelchair Vans and 24 Wheelchair Lifts awarded $4.9 million.

- Type II Ambulance Grant - 25 new type II ambulances serving the NEMT population with $3.3 million awarded.

In total $12 million has been distributed to increase the number of vehicles serving the Medicaid members.

Ms. Lux discussed two recent NEMT policy changes.

Ambulance and Nursing Facility Transportation Carve-Out:
- Ambulance Transportation Carve-Out – Effective July 1st, 2023, BLS/ALS ambulance transportation are carved out from the Fee-for-Service NEMT brokerage.
  - Members, facilities serving members can call and schedule transportation for ambulance directly with the ambulance provider.
  - Ambulance providers bill the state of Indiana's claims payer for those claims.
  - Improves provider experience and cuts administrative burden.
- Nursing Facility Transportation Carve-Out – Effective July 1st, 2023, takes NEMT services for nursing facility residents and carved it out from the broker for the Fee-for-Service population.
  - Nursing Facilities are responsible for coordinating, providing, and reimbursing transportation providers for NEMT ambulatory and Wheelchair van services for its Traditional Medicaid residents.
  - Nursing facilities will coordinate nonemergency ALS/BLS ambulance transportation for these residents but are not financially responsible for these transports.
  - Improves nursing facility experience in that they are able to schedule directly with transportation providers.

Ms. Lux provided updates on a solicitation released by IDOA in December 2022 to procure non-emergency transportation benefit for the Fee-for Service Medicaid population.
NEMT Procurement:
- Procurement for the NEMT fee for service broker, which did include those carve outs mentioned earlier was issued in December
- Contract start date is for 7/1/2024. Current contract runs through the end of June 2024.
- Four Bids were received on 2/17/2023.
- IDOA announced that Verida was recommended to enter contract negotiations with the State of Indiana's Family and Social Services' Office of Medicaid Policy and Planning on 6/23/2023.
- No change in Vendor
- On 7/19/2023 a Readiness Review process was initiated to assess vendor preparedness for 7/1/2024 go-live.
  - Re-review Verida's current processes and procedures, claims payment system, network adequacy etc. Readiness review will be conducted as if it is a new vendor to the state and FSSA will be reviewing all these things to assess readiness for go-live 7/1/2024.

Sen. Jean Breaux asked: *You're not changing vendors, Verida is the provider that we've had in the past?*

Ms. Lux answered: Correct.

Sen. Jean Breaux asked: *I thought it was SET, Southeast Trans?*

Ms. Lux answered: *It was, they changed their name earlier this year.*

Sen. Jean Breaux asked: *Verida is the same?*

Ms. Lux answered: *It is.*

Sen. Jean Breaux commented that she does like the carve-outs.

Sen. Jean Breaux asked: *You're entering into the contract for 2024, is that a five-year contract?*

Ms. Lux answered: *It will be a four-year contract with two optional one-year extensions, which is the standard FSSA contract.*

Sen. Jean Breaux asked: *Did you have others bid besides Verida?*

Ms. Lux answered: *We had a total of four. There were three others that bid.*

Sen. Jean Breaux asked: *You still selected Verida? That was based on what? I've heard so much negativity about their operation and I think carving out is going to help but, why did you select them over the others when we've had so many problems with them?*

Ms. Lux answered: *How the procurements work is there are different criteria and then each bid is scored. With the four scores, Verida came out with a score of 72, ModivCare had a score of 65.5, MTM had a score of 53.3, and WellTrans had a score of 12.5. Some strengths in Verida were their transportation network, the number of providers they had serving as well as their management and their understanding of our member base. Certainly, when this contract first started there were a lot of challenges and issues that happened, there has been considerable efforts to address those concerns. The carve outs that just happened were also as a result of that and lessening provider abrasion and improving the member experience.*

Kim Dodson commented that she appreciated Sen. Breaux questions as she was going to ask some of the same questions.

Verida Network Performance and Access- Jim Degliumberto
Mr. Degliumberto provided an in-depth summary on Verida's operations and performance from the fourth quarter.

NEMT by the Numbers

| Q1	Q2	Q3	Q4	Monthly Average
50,403	49,092	48,253	49,755	Inbound calls
8,688	8,866	8,878	9,336	Members served
63,248	65,479	64,837	70,328	Trip Volume (16% Increase CY4)
96.7%	97.1%	96.9%	97.3%	Completion Rate (NPA)
39,660	41,887	41,699	45,160	Ambulatory
19,929	19,793	19,185	20,925	Wheelchair
1,524	1,635	1,670	1,700	Ambulance
583	565	671	728	Public Transit
1,552	1,599	1,612	1,816	Fuel Mileage Reimbursement
202	198	193	198	Active Providers
1,405	1,410	1,379	1,354	Active Vehicles

Call volumes have remained relatively steady in this contract year. However, there has been an increase in call volume by 15.5% from the prior contract year.

Member served has seen an increase in unique members that we are servicing, Q4 ended with 9336 members which is a 14% increase year over year; trip volumes are also seeing an increase by 16% from the prior contract year. Verida has had a 97.3% trip completion rate not including trips that are cancelled by the members. Majority of the trips that Verida does are Ambulatory, followed by Wheelchair, and Ambulance. Verdia also includes public transit and fuel reimbursement trips as different modes of transportation.

We have seen an increase in public transit over the year. Verida has implemented a software enhancement to their trip management system that includes live feed from Google transit that allows real-time access to public transit routes, which is helping drive the number of public transit trips forward.

Transportation network has remained extremely stable with 198 active transportation providers and 1,354 active vehicles as of Q4. Verida constantly looks to recruit transportation provides, and the grants that FSSA provided played a big part in filling in areas of need.

Trip Volume
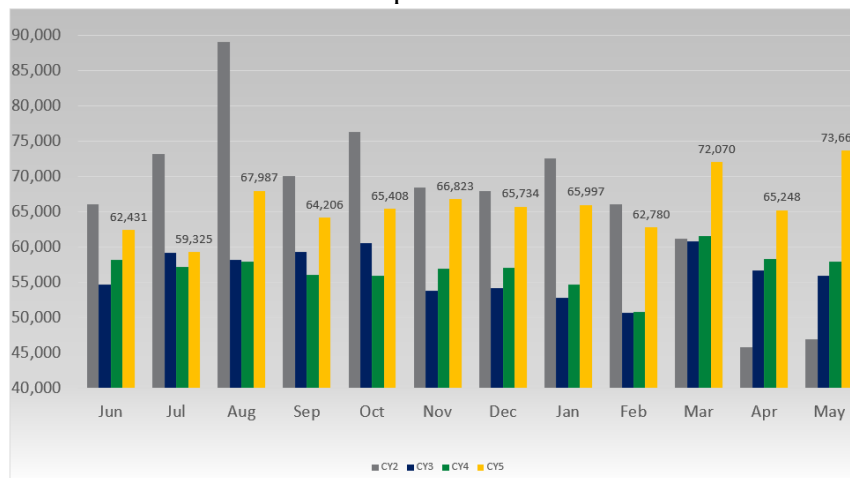
This trip volume chart shows contract year 2 (CY2), contract year 3 (CY3), contract year 4 (CY4) and contract year 5 (CY5). Trips volumes are back to pre-pandemic levels and starting to see an increase year over year.
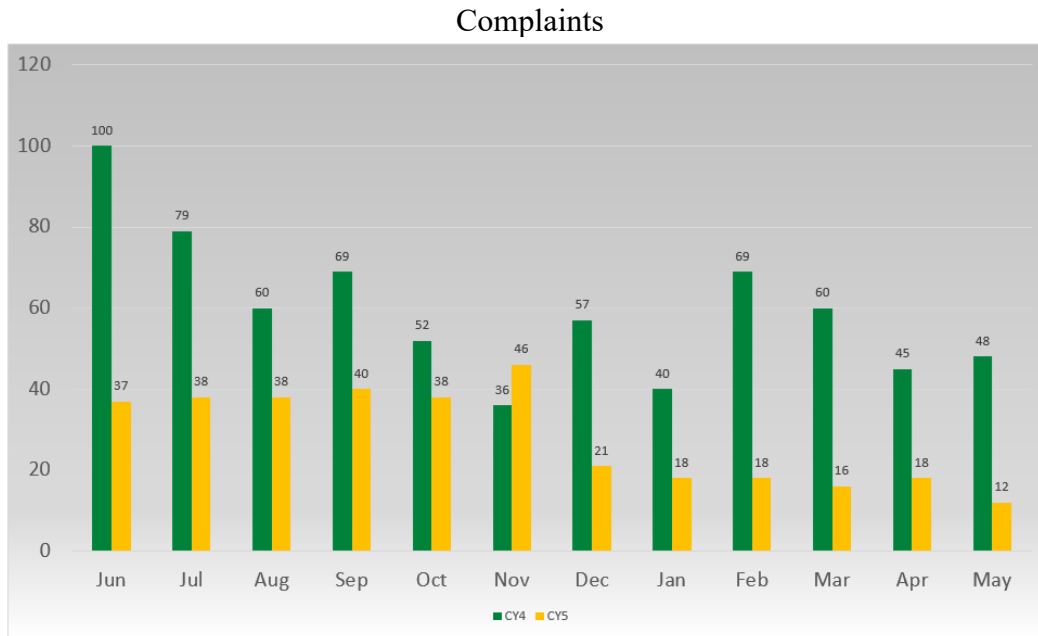
Complaints

Complaints have seen a decrease as compared to contract year 4 (CY4). We've seen trip volumes, ridership, call volumes increase however, Verida has seen a dramatic decrease in complaints over the last year with 88% decrease in complaints and 99.9% of all trips being complaint free.

Member Experience – Call Center

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

Over the last year Verida has been in the upper 90 percentile and finished contract year 5 strong at 100%. 11 of the past 24 months have been at a 100% with no months being below 92%. The survey is performed the day after the call.

Member Experience – Transportation Provider

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

A third-party vendor will call the member the day after their transport and ask questions about their transport. Verida ended a little lower in May, on average Verida achieves 94% customer satisfaction Verida has an understanding on why there was a decrease in customer satisfaction in May. Verida reviews each and every issue regarding transportation satisfaction and will reach out to the transportation providers to understand what exactly happened and find ways to improve the service. In conjunction with the third-party survey, Verida also does an automated survey the night of the transport. IVR technology is used to calling the member and asking questions about their transport. 4700 of these surveys have been done so far with an overall satisfaction of 93%.

Transportation Areas of Need
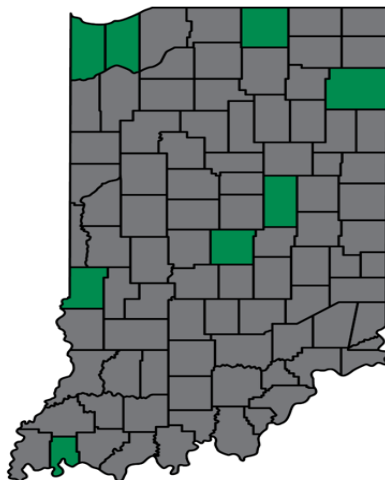
Counties
Allen
Elkhart
Lake
Madison
Marion
Porter
Vanderburgh
Vigo

This map represents counties in the state in which we've had two or more missed trip legs per day, typically a trip will have two legs, a pickup and a drop off. The green highlighted counties (Allen, Elkhart, Lake, Madison, Marion, Porter, Vanderburgh, Vigo) represent areas of needs. The map had had much more counties highlighted in the past, nine counties has been removed from this map through the efforts of the transportation provider network managers working to bring on additional transportation provider and to increase existing transportation providers and increase their capacity by expanding them into new regions in counties where we need transport help. Eight counties remain on the map and Verida is constantly working to address those.

Transportation Provider Network Growth

14 providers currently in credentialing, these 14 providers are bringing roughly 120 vehicles in the pipeline. Verida is focusing on those areas that need transport help. There are currently 143 existing providers and Verida is focusing on offering incentives to promote expansion, offering premium rates to serve areas of need.

Provider Safety

There were 2,976 routine vehicles inspections with a 100% pass rate. There were 1,468 spot inspections with a 100% pass rate. There were 390 wheelchair securement inspections completed. Accidents and incidents reported were 112 this CY (contract year) with 99.99% of the trips completed without an accident/incident.

Call Center Technology

Over the last year Verida has focused on contact center technology to improve efficiency of the call center and improve the customer experience. The new technology focuses on artificial intelligence; all calls are recorded and transcribed in real time as the calls are occurring. The technology looks for keywords or moments and it can detect certain characteristics of the call. This technology allows Verida to listen to the call in real time and make recommendations in real time to the agents. In addition, Verida has enhanced their knowledge base for the call center agents, which helps them navigate the call more effectively and efficiently.

Mr. Miller asked: *On your missed trips and delays, do you have any idea how those are broken down whether they're ambulance, wheelchair or ambulatory?*

Mr. Degliumberto answered: Y*es, I don't have that in from of me, but I can take that, every trip is categorized by mobility type, so we can pull that data. I just don't have it sliced that way.*

Mr. Miller asked: *Do you have any idea what's your biggest problem areas are as far as what level service?*

Mr. Degliumberto answered: *Mostly wheelchair.*

Ms. Hampton asked: *I was just wondering when you first started talking Jim, you talked about a lot of providers drop out, you're constantly recruiting new providers. Have you done any surveys, or do you have any thought processes to why providers are dropping out?*

Mr. Degliumberto answered: *Yeah, a lot of it is cost of doing business, insurance cost, labor expense, they could have accidents instance and insurance costs go up there's several reasons why providers leave the network.*

Mr. Carnes asked: *Recently DDRS announced that transportation reimbursement for the CIH waiver is about 130 % of what it was previously we think that's a wonderful thing but, are you aware of that and how are you prepared to handle the influx and additional transportation needs?*

Mr. Degliumberto answered: *We contract directly with the transportation provider on their rates, and it can vary, there is a fee schedule that we use as a baseline, but we are able to adjust as needed in certain areas based on demand for transportation, the number of providers in that network. Regarding the increase I'm not sure, Lindsey do you have any thoughts on the waiver program and increase in utilization or trip volume?*

Ms. Lux answered: *The transportation cost for the non-Emergency medical transportation is what is paid for with this program and waiver transportation in particular is paid for out of the waiver program which is separate from this.*

Verida Pay for Outcomes Contract Year 5 – Jami Sayeed
Pay for Outcomes Guidelines
There are four guidelines that must be considered for Verida to meet their Pay for Outcomes goals. They are as follows:

> 1. The broker's contract includes Pay for Outcomes criteria that are monitored on a quarterly basis.
> 2. Three percent (3%) of the capitation is withheld and must be earned back by meeting or exceeding the performance metrics.
> 3. The NEMT commission reviews the performance metrics achieved and annually votes on paying the earned amount.
> 4. Funds are paid out once per year and do not roll-over.

Pay for Outcomes NEMT Categories
There are nine (9) separate categories that are tracked for the NEMT contract.

- Quality: Where we assess quality from the member's perspective
- Safety: looking at vehicle and driver safety
- Call Center: assess how Verida handles calls from members and providers.
- Transportation scheduling: efficiency and effectiveness of scheduling
- Transportation requests: review Verida's handling of the requests.
- Provider services
- Member education services
- Encounter data completeness and timeliness
- Report accuracy and timeliness.

It is important to note that we set earnings up in tiers. For example, when we look at transportation requests, the State values the % of transportation trips requested that resulted in a completed trip for the Member. The metric states 90%, but at 90%, the State considers Verida

earning only 50% of their withhold. If Verida met 95% they would earn 75% of the withhold and at 99.5%, they would earn 100% of the withhold. These numbers are intentionally aggressive on the State's part to incentivize excellent service to Medicaid Members.

The results presented in the following charts were reviewed to show Verida's performance against the performance metric requirements.

Quality

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Quality										$84,127.14	$78,869.21
1. No more than 1% of completed one-way trips shall have an associated valid member complaint	<=1%	0.06%	Y	0.06%	Y	0.03%	Y	0.02%	Y		
2. The Contractor investigate, remedy and close 95% of complaints within 15 days of receipt.	95%	97.3%	Y	100%	Y	100%	Y	100%	Y		

The first measure is Quality. There are two metrics that Verida must meet for this measure.
1. The first is that no more than 1% of completed one-way trips shall have an associated valid member complaint. A complaint is any measure of dissatisfaction that was reported to Verida, FSSA, a Legislator, or the Governor's office. For the first and second quarter, Verida had complaints on 0.06% of trips. For the third quarter, that reduced to a 0.03% rate and reduced again to 0.02% in the fourth quarter. Verida was well below 1% in each quarter and met this metric.
2. The second metric is that the contractor must investigate, remedy, and close 95% of complaints within 15 days of receipt. For the first quarter, Verida had a 97.3% closure rate of complaints within 15 days; Quarters 2, 3, and 4 were 100%.

There was an available payout of $84,127.14. Verida has earned $78,869.21.

Safety

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Safety										$126,190.71	$126,190.71
1. 0% of vehicles used for transport will be out of compliance. (Out of compliance if overdue for inspection or if vehicle removed due to out of compliance, but is still used)	0%	0%	Y	0%	Y	0%	Y	0%	Y		
2. Contractor will conduct random, unannounced, spot inspections on at least 1/12 of authorized vehicles per quarter.	>= 8.33%	26.3%	Y	27.4%	Y	25.8%	Y	25.9%	Y		
3. Quarterly, Contractor will conduct at least 75 separate wheelchair securement inspections.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
4. One hundred percent (100%) of Transportation Providers' Drivers who provide services in a given quarter shall meet the Contract's licensing and training requirements (metric is not met if a driver is out of compliance during a random audit or if a driver still provides services after discovering non-compliant driver, but prior to remediation)	100%	100%	Y	100%	Y	100%	Y	100%	Y		

The second measure is Safety.
1. The first metric, 0% of vehicles used for transport will be out of compliance. Out of compliance equals a vehicle overdue for an inspection or removed from the network due to being out of compliance, but still being used. At 0%, any occurrence will result in Verida not being compliant. Verida has met this metric for all four quarters.
2. The second metric, a contractor will conduct random unannounced, spot inspections on at least 1/12th or 8.33% of authorized vehicles per quarter. Verida met this metric in all four quarters at 26.3%, 27.4%, 25.8%, and 25.9% of authorized vehicles inspected respectively.
3. The third metric, each quarter, a contractor will conduct at least 75 separate wheelchair securement inspections. Verida has met this goal in all four quarters with a 100% rate.
4. The fourth metric, one hundred (100%) of transportation providers' drivers who provide services in each quarter shall meet the Contract's licensing and training requirements. Of note, this metric is not met if a driver is out of compliance during a random audit or if the driver is still providing services after being noted as noncompliant, but prior to remediation. Verida met the 100% metric for all four quarters.

There was an available payout of $126,190.71Verida has earned $126,190.71.

Call Center

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Call Center										$126,190.71	$126,190.71
1. Quarterly average speed to answer calls shall not exceed 60 seconds	<= 60 sec	9	Y	10.7	Y	10	Y	22.3	Y		
2. Monthly 85% of calls will be answered within 45 seconds or less	>= 85%	95.3%	Y	94.6%	Y	94.7%	Y	87.8%	Y		
3 (A). The quarterly lost call (abandonment) rate shall not exceed five percent (5%)	<= 5%	1.6%	Y	1.5%	Y	1.2%	Y	2.3%	Y		
3 (B). No calendar week shall have an abandonment rate greater than (7%)	Pass/Fail	PASS	Y	PASS	Y	PASS	Y	PASS	Y		

The third measure is Call Center, which includes 5 measures covered on this slide and the next one.
1. First metric is that the quarterly average speed to answer calls shall not exceed 60 seconds. For the first quarter, the average speed to answer a call was 9 seconds. For the second quarter, it was 10.7 seconds. For the third quarter, it was 10 seconds. For the fourth quarter, it was 22.3 seconds. Verida met this metric in all four quarters.
2. Second metric is that each month, 85% of calls will be answered within 45 seconds or less. For the first quarter, 95.3% of all calls were answered within this time frame. For the second, it was 94.6% of all calls. For the third, it was 94.7% of all calls. For the fourth it was 87.8% of all calls. Verida met this metric in all four quarters.
3. There are two parts to the third metric. The first part of the metric is that the quarterly lost call (abandonment) rate shall not exceed five percent (5%).For the first quarter, the abandonment rate was 1.6%. For the second quarter, it was 1.5%. For the third quarter, it was 1.2%. For the fourth quarter, it was 2.3%. Verida met this metric in all four quarters. The second part of the third metric is that no calendar week shall have an abandonment rate greater than seven percent (7%). Verida met this metric for all four quarters.

Call Center (Continued)

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Call Center (Continued)											
4. An answering machine, voice mail or answering service must be available for after-hours calls. One hundred percent (100%) of after-hours calls must be returned within the next business day.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
5. Eighty-five percent (85%) of all issues from callers should be resolved on the first call based on random monthly call center surveys. If information cannot be provided to a caller in a timely manner, the Call Center representative should request a name, phone number and/or addresses (if necessary) and respond to the caller within one (1) business day from the time of contact.	>= 85%	93.7%	Y	96.0%	Y	96.0%	Y	96.7%	Y		

4. Fourth metric, an answering machine, voicemail, or answering service must be available for afterhours calls and 100% of after-hours calls must be returned within the next business day. Verida met this metric for all four quarters.

5. Fifth metric, 85% of all issues from callers should be resolved on the first call based on random monthly call center surveys. If the information cannot be provided to a caller in a timely manner, the Call Center representative should request a name, phone number, and/or addresses (if necessary) and respond to the caller within one business day from the time of contact. First quarter, this was accomplished for 93.7% of all issues. Second quarter, this was accomplished for 96%. Third quarter, this was accomplished for 96%. Fourth quarter, this was accomplished for 96.7%. The Call Center has met this measure for all four quarters.

There was an available payout of $126,190.71 for this contract year, and Verida has earned the entire payout.

Transportation Requests

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Transportation Requests										$126,190.71	$0.00
1. The Contractor shall employ an auto-routing system and shall assign at least 90.0% of requested trips that qualify for auto-routing to a transportation provider using the auto-routing system within 48 hours of receipt of the transportation request.	>= 90%	93.2%	Y	92.6%	Y	92.2%	Y	91.2%	Y		
2.* The Contractor shall furnish appropriate transportation, as outlined in the Contract, for at least 90.0% of valid member transportation requests based on the Contractor's knowledge of provider no-shows as determined by complaints or other known instances that a trip was not provided as scheduled as detailed in a "missed trips."	>= 90%	77.2%	N	77.6%	N	77.1%	N	78.5%	N		

The fourth measure is Transportation Requests.

1. First metric, the contractor shall employ an auto-routing system and shall assign at least 90.0% of requested trips that qualify for auto-routing to a transportation provider using the auto-routing system within 48 hours of the receipt of the transportation request. For the first quarter, this was achieved 93.2% of the time. For the second, it was achieved 92.6%. For the third quarter, it was achieved 92.2%. For the fourth quarter, it was achieved 91.2%. Verida met this metric for all four quarters.

2. For the second metric, the contractor shall furnish appropriate transportation, as outlined in the Contract, for at least 90% of valid member transportation requests based on the Contractor's knowledge of provider no-shows as determined by complaints or other known instance that a trip was not provided as scheduled as detailed in a "missed trips." For the first quarter, this was an 77.2% rate. For the second quarter, 77.6%. For the third quarter, 77.1%. For the fourth quarter, 78.5%. Verida did not meet the metrics for this measure.

Again, the State intentionally incentivizes very high percentages for this measure. The calculated rates for this measure include member cancellations and no-shows for ALL reasons because it can be difficult to determine factors involved in why a member has cancelled and so, the state does not allow them to be excluded, making it difficult for Verida to achieve the 90% rate. These numbers would look much more favorable if calculated without member cancellations and no-shows. Therefore, Verida did not earn the available payout of $126,190.71 for this measure.

Transportation Scheduling

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Transportation Scheduling										$126,190.71	$126,190.71
1. Zero percent (0%) of scheduled trips shall require a Member to board a vehicle prior to the scheduled pick-up time as reported on the On-Time Trip Report.	0%	0%	Y	0%	Y	0.0%	Y	0%	Y		
2. Ninety-five (95%) of return pick-ups from appointments shall occur within one (1) hour of the time of notification to the Contractor	>= 95%	96.6%	Y	96.7%	Y	95.9%	Y	95.9%	Y		
3. Ninety percent (90%) of trips, regardless of traffic or road conditions, shall deliver Members on-time for their appointments	>= 90%	96.6%	Y	91.4%	Y	91.6%	Y	91.9%	Y		
4. Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
5. Contractor shall require Transportation Providers to notify medical service providers of anticipated tardy drop-offs.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		

The fifth measure is Transportation Scheduling.
1. First metric, zero percent (0%) of scheduled trips shall require a Member to board a vehicle prior to the scheduled pick-up time as reported on the On-Time Trip Report. Verida met the 0% metric for all four quarters.
2. Second metric, ninety-five percent (95%) of return pick-ups from appointments shall occur within one (1) hour of the time of notification to the contractor. First quarter, 96.6% of all appointments were picked up within this time frame. For the second quarter, it was 96.7%. For the third and fourth quarters, it was 95.9%. Verida met this metric for all four quarters.
3. Third metric, ninety percent (90%) of trips, regardless of traffic or road conditions, shall deliver Members on-time for their appointments. For the first quarter, 96.6% of all trips saw the Member delivered on-time. For the second quarter, it was 91.4%. For the third quarter, it was 91.6%. For the fourth quarter, it was 91.9%. Verida met this metric for all four quarters.
4. Fourth metric, Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups. This is a pass or fail metric. Verida passed for all four quarters and has met this metric.
5. For the fifth metric, Contractors shall require Transportation Providers to notify medical service providers of anticipated tardy drop-offs. This is another pass or fail metric. Verida passed for all four quarters and met this metric.

For this measure, there was an available payout of $126,190.71; Verida has earned the entire payout.

Provider Services

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Provider Services										$126,190.71	$70,982.28
1. 98% of all claims paid w/in 21 day (e-claim) or 30 days (paper)	>= 98%	100%	Y	100%	Y	100%	Y	93.3%	N		
2. 70% of claims submitted electronically	>= 70%	47.5%	N	43.7%	N	39.6%	N	63.6%	N		
3. "No Provider Assigned" rate does not exceed 5%	<= 5%	2.9%	Y	2.9%	Y	3.1%	Y	2.7%	Y		
4. Detailed regional gap report submitted and approved	Pass/Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		

The sixth measure is Provider Services.

1. First metric, ninety-eight percent (98%) of all claims must be paid within two (2) days by e-claim or thirty (30) days via paper claim. Verida has seen 100% of all claims paid within these time frames for the 1st three quarter; however, with 93.3% of claims paid in the 4th quarter, Verida did not meet this metric for all four quarters.

2. The second metric is that seventy percent (70%) of claims are submitted electronically. For the first quarter, 47.5% of all claims were submitted via e-claim. For the second quarter, 43.7% of all claims were submitted via e-claim. For the third quarter, 39.6%. For the fourth quarter, this increased to 63.6%. Verida did not meet this metric for the four quarters. It should be noted that this is an "aggressive number" and dependent on a provider's willingness to submit e-claims. The goal of this is to incentivize Verida's to work with providers on electronic submission solutions. Electronic claims are far easier to process, have fewer errors and result in much faster payments to providers.

3. The third metric is that the "no provider assigned" rate does not exceed five percent (5%). For the 1st and 2nd quarters, this rate was 2.9%. For the 3rd quarter, this rate was 3.1%. For the fourth quarter, this rate was 2.7%. Verida met this metric for all four quarters.

4. The fourth metric is that Verida's detailed regional GAP report was submitted and approved. This is a pass or fail metric. Verida passed for all four quarters.

For this measure, there was an available payout of $126,190.71. Verida earned $70,982.28.

Member Education

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Member Education										$42,063.57	$21,031.79
1. Contractor shall attempt to contact and educate all Members who do not appear for a scheduled pick up (a "no show") within five (5) business days of the reported no-show occurrence.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
2. Member no-shows will be reduced by at least 20% or more from the level measured in contract year 3.	1.06%	1.5%	N	1.2%	N	1.4%	N	1.5%	N		
3. Contractor must create and submit an outreach strategy if they receive more than two complaints from a single facility within 3 months, five complaints from the same chain of facilities within twelve months.	Pass/Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		

The seventh measure is Member Education.

1. First metric, the Contractor shall attempt to contact and educate all Members who do not appear for a scheduled pick up (a "no-show") within five (5) business days of the reported no-

show occurrence. This was completed by Verida for 100% of all occurrences, for all four quarters.

2. Second metric, Member no-shows will be reduced by at least twenty percent (20%) or more from the level measures in Contract year 3. This metric was 1.06% in year 3, which was extremely low and likely somewhat attributable to the pandemic reduction in trips overall. Therefore, Verida was unable to achieve a reduction in any of the four quarters.

3. Third metric, the Contractor must create and submit an outreach strategy if they receive more than two complaints from a single facility within three months, five complaints from the same chain of facilities within twelve (12) months. This is a pass or fail metric. Verida passed this metric for all four quarters.

For this measure, there was an available payout of $42,063.57 and Verida has earned $21,031.79.

Encounter Data

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Encounter Data Completeness and Timeliness										$42,063.57	$42,063.57
1. The Contractor shall deliver the Encounter Data contemplated by the Contract thirty (30) days following the month of payment.	Pass/Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		

The eighth measure is Encounter Data Completeness and Timeliness. There is only one metric for this measure, which is the Contractor shall deliver the Encounter Data contemplated by the Contract within thirty (30) days following the month of payment. This is a pass or fail metric. Verida passed for all four quarters.

For this measure, there was an available payout of $42,063.57. Verida earned the entire amount.

Report Accuracy & Timeliness

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Report Accuracy & Timeliness										$42,063.57	$21,031.79
1. The Contractor shall furnish all reports on or before their due date in the Contract.	Pass/Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
2. The Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur.	Pass/Fail	Fail	N	Pass	Y	Pass	Y	Fail	N		

The final measure is Report Accuracy and Timeliness.

1. For the first metric, the Contractor shall furnish reports on or before their due date in the Contract. This is a pass or fail metric. Verida passed for all four quarters.

2. For the second metric, the Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur. This is also a pass or fail metric. Verida failed to meet this metric in quarters 1 and 4 as errors in their report submissions required resubmissions.

For this measure, there was an available payout of $42,063.57; Verida earned $21,031.79.

Overall Withheld Capitation Results

Category of Measures	Available Payout	Earned Payout
Quality	$84,127.14	$78,869.21
Safety	$126,190.71	$126,190.71
Call Center	$126,190.71	$126,190.71
Transportation Requests	$126,190.71	$0.00
Transportation Scheduling	$126,190.71	$126,190.71
Provider Services	$126,190.71	$70,982.28
Member Education	$42,063.57	$21,031.79
Encounter Data Completeness and Timeliness	$42,063.57	$42,063.57
Report Accuracy & Timeliness	$42,063.57	$21,031.79
TOTAL	**$841,271.40**	**$612,550.77**

Verida earned $612,550.77 out of $841,271.40 available withhold.

Sen. Breaux asked: *How do we verify all of these because there were a lot of 100% and pass/fails that were positive, how do we verify all this information?*

Ms. Sayeed answered: *We monitor through weekly meetings with Verida, sometimes multiple times a week and go over the reports, we perform on-site visits, and we analyze the data to see if any errors or inconsistencies within the data.*

Sen Breaux asked: *How do you monitor the on the ground operational requirements?*

Ms. Sayeed answered: *Mostly though the reporting, we have reporting on the inspections that have been completed.*

Ms. Lux answered: *We have access to hard data from Verida and can request any hard data from them on any of the measures. Verida packages the data and sends us reports where we can verify the accuracy.*

Sen. Breaux commented: *I appreciate that you seem to be taking this so seriously and are thorough and that you are really attempting to hold them accountable, and you do have some high matric for them to attain. I just find it hard to believe that they're doing as well as their data represents because I've just heard so many contrary comments. I guess the data has to speak for itself and maybe it's just the dissatisfied ones that are the loudest.*

Verida Pay for Outcomes Vote- Lindsey Lux
Per Indiana code, the NEMT commission must vote to approve payment of earned withheld money. Members were asked to vote yes, no, or to abstain. The voting proceeded with a unanimous vote of yes as noted below. The NEMT commission agreed to pay the withheld capitation that was earned by Verida.

Name	Association	Vote	Name	Association	Vote
Brian Carnes	INARF	Yes	Sherri Hampton	American Senior Communities	Yes
Andrew VanZee	IHA	Yes	Kristen LaEace	AAAA	
Eric Yazel, MD	DHS		Maureen Lindsey	Fresenius Medical Care	
Gary Miller	PROMPT Medical Transportation	Yes	Lindsey Lux	FSSA	Yes
Kim Dodson	Arc of Indiana	Yes	Re. Jim Pressel	Indiana House of Representatives	Ex Officio
Jim Degliumberto	Verida, Inc.	Abstain	Rep. Pat Boy	Indiana House of Representatives	Ex Officio
James Fry	Steadfast Transportation, LLC		Sen. Vaneta Becker	Indiana Senate	Ex Officio
Fern Mirkin	Fee For Service Member	Yes	Sen. Jean Breaux	Indiana Senate	Ex Officio

Mr. Miller: *Point of order, Jim Degliumberto should abstain from the vote since he is a conflict of interest.*

Mr. Degliumberto: I *will abstain from the vote.*

Adjournment
Ms. Lux thanked everyone for their time and wished them a great afternoon.