



NEMT Commission Meeting

Aug 28, 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

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|--|-------------------------------------|
| <ul style="list-style-type: none">▪ Welcome and Introductions
Slides 1-3 | Lindsey Lux, FSSA |
| <ul style="list-style-type: none">▪ Verida Network Performance & Access
Slides 4-11 | Jim Degliumberto, Verida |
| <ul style="list-style-type: none">▪ Program Updates
Slides 12-13 | Clarissa Loveall Matos, FSSA |
| <ul style="list-style-type: none">▪ Verida Pay for Outcomes
Slides 14-29 | Clarissa Loveall Matos, FSSA |
| <ul style="list-style-type: none">▪ Pay for Outcomes Vote
Slide 30 | Lindsey Lux, FSSA |
| <ul style="list-style-type: none">▪ Wrap Up/Adjournment
Slides 31-33 | Lindsey Lux, FSSA |
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Verida Network Performance & Access

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

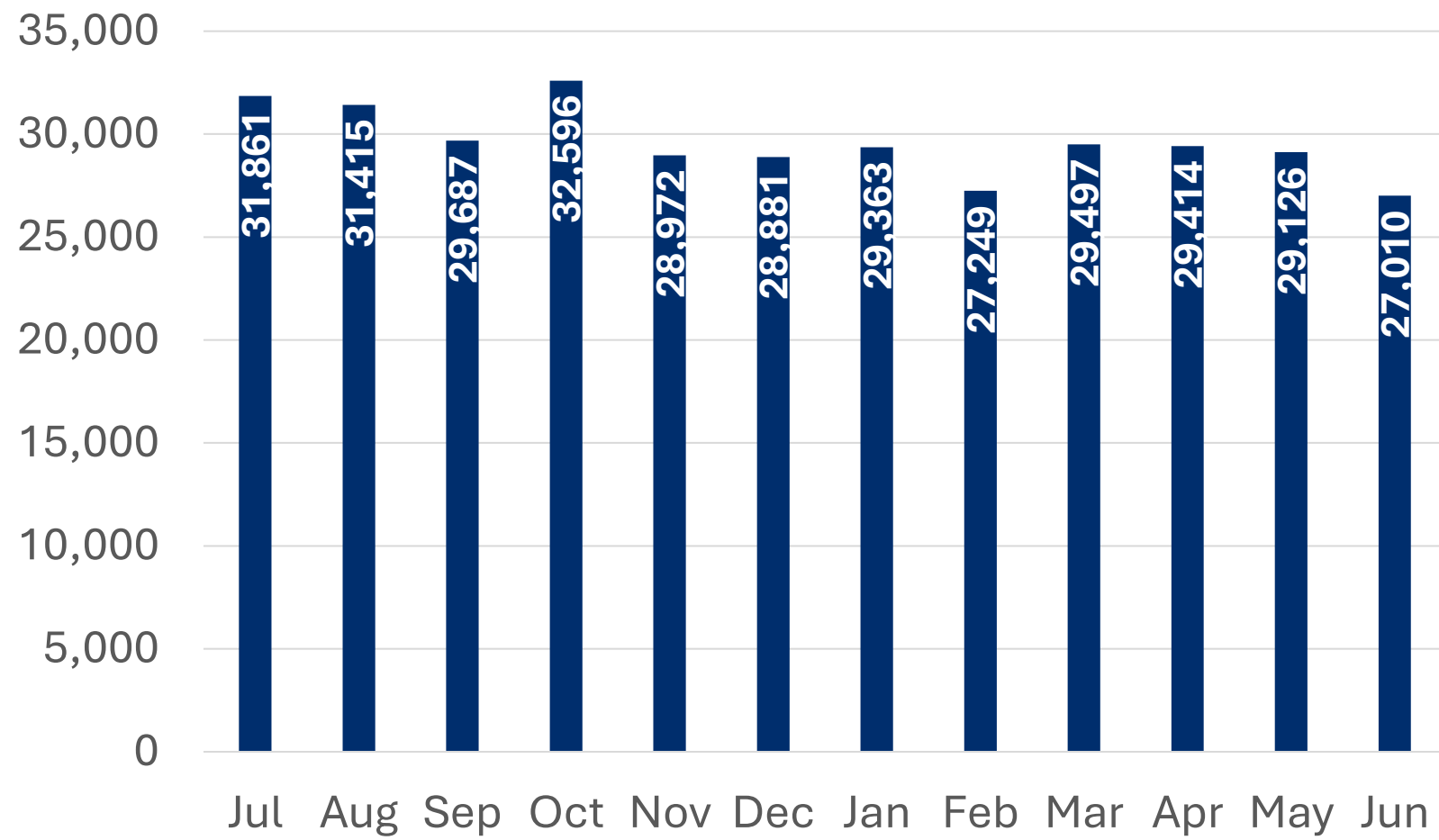


Performance overview

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	99.3%	99.1%	98.5%	98.3%
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

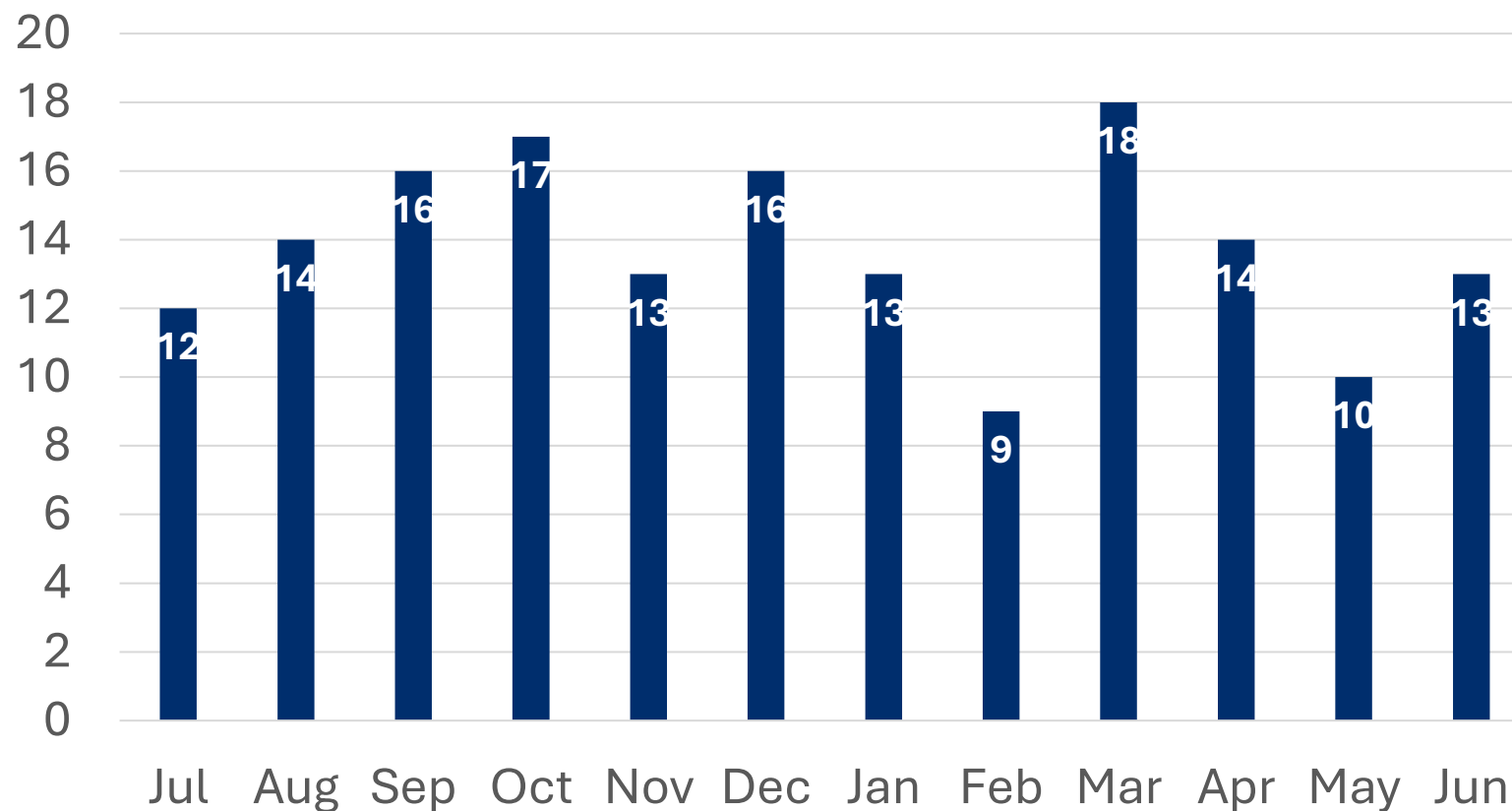


Trip Volume





Complaints



99.95% complaint free rides



Member Experience-Call Center

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



Member Experience- Transportation

Month	Overall Satisfaction
Jul	94%
Aug	94%
Sep	92%
Oct	96%
Nov	92%
Dec	94%
Jan	98%
Feb	98%
Mar	96%
Apr	100%
May	98%
Jun	98%



Transportation Provider Network

- New Transportation Providers (Jun 30th)
 - 4 in credentialing
 - 25 vehicles in pipeline
- Existing Transportation Provider Network
 - 120 total active providers
 - 881 total active vehicles



Provider Safety

- Vehicle Inspections
 - 2,557 inspected
 - 100% Pass rate
- Spot Inspections
 - 1,342 completed
 - 100% pass rate
- Wheelchair securement inspections
 - 391 completed
 - 100% pass rate
- Accidents and incidents
 - 32 reported this CY
 - 99.99% trips completed without an accident



Program Update

**Clarissa Loveall Matos, FSSA
Division Director**



Program Update

- Verida was placed on Program Integrity Corrective Action Plan (CAP) on November 18, 2024 as we discussed late last year due to inadequate operations to properly detect and investigate provider fraud, waste and abuse.
- The CAP was closed on July 11, 2025 after successful demonstration of compliance to contract requirements.



Verida Pay for Outcomes Contract Year 1

**Clarissa Loveall Matos, FSSA
Division Director**



Pay for Outcomes Guidelines

1. Pay for Outcomes criteria that are monitored on a quarterly basis.
2. Three percent of 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

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



Verida Pay for Outcomes Performance- Quality

Measure	Metric	1st Q Achieve	Met1	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Quality										\$44,683.23	\$44,683.23
1. No more than 1% of completed one-way trips shall have an associated valid member complaint.	≤ 1%	0.05%	Y	0.05%	Y	0.05%	Y	0.04%	Y		
2. The Contractor shall investigate, remediate and close 95% of complaints and appeals within 15 business days of receipt.	≥ 95%	100%	Y	100%	Y	100%	Y	100%	Y		



Verida Pay for Outcomes Performance- Safety

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Safety										\$67,024.85	\$67,024.85
1. Zero percent (0%) of vehicles used in a given quarter shall be found to be out of compliance with the safety and inspection standards set forth in the Contract.	0%	0%	Y	0%	Y	0%	Y	0%	Y		
2. Contractor will conduct random, unannounced, vehicle spot inspections on at least 1/12th of authorized vehicles in each month of the quarter.	≥ 8.33%	3of3	Y	3of3	Y	3of3	Y	3of3	Y		



Safety Cont'd

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Safety Cont'd										\$67,024.85	\$67,024.85
3. Quarterly, Contractor will conduct at least 75 separate wheelchair securement inspections.	≥ 75	115	Y	84	Y	89	Y	103	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		



Verida Pay for Outcomes Performance- Call Center

Measure	Metric	1st Q Achieve	Met1	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Call Center										\$67,024.85	\$50,268.63
1. Monthly average speed to answer calls shall not exceed 45 seconds.	<45 sec	3 of 3	Y	3of 3	Y	3of3	Y	2of3	N		
2. The Broker shall ensure that the website and mobile application are available and operational, meaning that the website and mobile application are accessible, and function as designed twenty-four hours per day, seven days per week, 99.8% of the time, excluding planned outages.	Pass/F ail	3of 3	Y	3of3	Y	3of3	Y	3of3	Y		
3. The monthly lost call (abandonment) rate shall not exceed five percent (5%).	≤5%	3 of 3	Y	3of3	Y	3of3	Y	2of3	N		



Call Center (Cont'd)

Measure	Metric	1st Q Achieve	Met	2ndQ Achieve	Met2	3rdQ Achieve	Met3	4th Q Achieve	Met 4	Available Payout	Earned Payout
Call Center										\$67,024.85	\$50,268.63
4. The Broker must immediately report any failure of Helpline operations to FSSA	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
5. 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		
6. 85% of all issues from callers should be resolved on the first call. 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. A call is deemed resolved on the first call if no further action is necessary after the call ends on the part of the caller or call handler as all issues have been addressed.	≥85%	96.50%	Y	89.90 %	Y	97.10 %	Y	99.30%	Y		



Verida Pay for Outcomes Performance- Transportation Requests

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Transportation Requests										\$16,756.21	\$0
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%	Y	92.70%	Y	91.40%	Y	91.00%	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" report.	≥ 90%	76.40%	N	76.80%	N	75.60%	N	76.90%	N		



Verida Pay for Outcomes Performance- Transportation Scheduling

Measure	Metric	1st Q Achieve	Met 1	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Transportation Scheduling										\$67,024.85	\$67,024.85
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%	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%	95.80%	Y	95.30%	Y	95.60%	Y	95.50%	Y		
3. Ninety percent (90%) of trips, regardless of traffic, weather or road conditions, shall deliver Members on-time for their appointments.	≥90%	90.20%	Y	90.60%	Y	91.00%	Y	91.00%	Y		



Transportation Scheduling-Cont'd

Measure	Metri c	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Transportation Scheduling										\$67,024.85	\$67,024.85
4. Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups.	Pass/ Fail	100%	Y	100%	Y	100%	Y	100%	Y		
5. Contractor shall require Transportation Providers to notify medical service providers of anticipated tardy drop-offs.	Pass/ Fail	100%	Y	100%	Y	100%	Y	100%	Y		



Verida Pay for Outcomes Performance- Transportation Provider Services

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met 3	4th Q Achieve	Met 4	Available Payout	Earned Payout
Transportation Provider Services										\$67,024.85	\$25,134.32
1. The Contractor shall pay or deny 98% of electronically filed clean claims within twenty-one (21) calendar days of receipt and paper claims within thirty (30) calendar days of receipt.	≥98%	(e-claim) 66% (paper) 99.80%	N	(e-claim) 100% (paper) 99.80%	Y	(e-claim) 100% (paper) 100%	Y	(e-claim) 88.40% (paper) 100%	N		
2. The Contractor shall incentivize transportation providers such that 70% of claims submitted are received electronically.	≥70%	60.40%	N	52.80%	N	64.30%	N	65.90%	N		
3. The Contractor shall ensure an adequate provider network exists and ensure that the quarterly "No Provider Assigned Rate" does not exceed 5%.	≤5%	0.70%	Y	0.90%	Y	1.50%	Y	1.80%	Y		
4. Detailed regional gap report submitted and approved monthly.	Pass/ Fail	3of3	Y	3of3	Y	3of3	Y	3of3	Y		



Verida Pay for Outcomes Performance- Member Education

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Member Education										\$22,341.62	\$13,963.50
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 not exceed 1.5% of scheduled pick ups within a three-month period	<1.5%	1.60%	N	1.68%	N	1.61%	N	1.19%	Y		
3. Contractor must create and submit an outreach strategy if they receive more than two complaints from a single facility within 3 months or five complaints from the same chain of facilities within twelve months.	Pass/	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



Verida Pay for Outcomes Performance- Encounter Data Completeness and Timeliness

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Encounter Data Completeness and Timeliness										\$22,341.62	\$22,341.62
1. The Broker shall deliver no less than 98% of the Encounter Data contemplated by the Contract within 21 days of adjudication.	≤98%	100%	Y	100%	Y	100%	Y	100%	Y		



Verida Pay for Outcomes Performance- Report and Accuracy & Timeliness

Measure	Metric	1stQ Achieve	Met	2nd Q Achieve	Met2	3rd Q Achieve	Met3	4th Q Achieve	Met4	Available Payout	Earned Payout
Report Accuracy & Timeliness										\$22,341.62	\$22,341.62
1. The Contractor shall furnish all reports on or before their due date in the Contract.	Pass/Fail	3of3	Y	3of3	Y	3of3	Y	3of3	Y		
2. The Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur.	Pass/Fail	3of3	Y	3of3	Y	3of3	Y	3of3	Y		



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
TOTAL	\$446,832.31	\$312,782.62



Verida Pay for Outcomes Vote

Name	Association	Vote	Name	Association	Vote
Vacant	FFS member	NA	Sherri Hampton	American Senior Communities	
Brandi Foreman	INARF		Vacant	AAA	NA
Dr. Eric Yazel	DHS		Vacant	Dialysis Provider	NA
Gary Miller	PROMPT Medical Transportation		James Fry	Steadfast Transportation, LLC	
Andrew VanZee	IHA		Kim Dodson	Arc of Indiana	
Jim Degliumberto	Verida		Lindsey Lux	FSSA	

Note: Legislative members serve in an ex-officio capacity and do not vote.



Adjournment

Lindsey Lux, FSSA



Commission materials will be available at:

<https://www.in.gov/fssa/omppp/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**