



# Welcome NEMT Commission

## NEMT Resources

- [www.in.gov/Medicaid](http://www.in.gov/Medicaid)
- <https://www.in.gov/fssa/2408.htm>
- <https://www.southeastrans.com/transportationproviders/indiana-providers/>
- **Schedule a Ride: 855-325-7586 (option 1)**
- **Where's My Ride Line: 855-325-7586 (option 2)**
- **Quality Assurance/Complaint Line: 317-613-0825**



# NEMT Commission Meeting

January 23, 2020

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# Indiana NEMT Operations Independent Review



# Discussion of Independent Review Recommendations & NEMT Program



# Independent Review Recommendations

## Southeastrans Processes

### 1. Assessment of trip demand

- Methodology to assess gaps
- Monthly reporting of identified gaps
- Contract threshold for dispatching
- Financial penalties for not meeting thresholds



## Independent Review Recommendations - cont

### Southeastrans Processes

#### 2. Trip status indicator

- “Dispatched” status
- “Pay/Pended” status
- Track & trend status codes
- Monthly reporting by status code
- Year-end reconciliation
- Educate providers on code reasons



## Independent Review Recommendations- cont

### Southeastrans Processes

#### 3. “Unclean claims”

- Track volume
- Targeted outreach to providers
- Monthly reporting



## Independent Review Recommendations - cont

### Southeastrans Processes

#### 4. Paper v. electronic claims

- Incentives for iPads – Southeastrans
- Incentives for iPads - FSSA





## Independent Review Recommendations - cont

### FSSA Policies & Contract with Southeastrans

#### 5. IHCP provider base

- Grow the IHCP provider base &/or expand capacity



## Independent Review Recommendations - cont

### FSSA Policies & Contract with Southeastrans

6. **Client no-shows**
  - Chronic no-shows
  - Educating clients & reporting
  - Reminder notifications



## Independent Review Recommendations - cont

### **FSSA Policies & Contract with Southeastrans**

#### **7. Provider no-shows**

- Provider no-show penalties

#### **8. Prior authorization**

- Waive physical therapy trips



## Independent Review Recommendations - cont

### **FSSA Oversight & Performance Measures**

#### **9. Monthly Reporting**

- Data sources and validation
- Re-examine suite of monthly reports
- Monthly dashboards



## Independent Review Recommendations - cont

### **FSSA Oversight & Performance Measures**

#### **10. Rates**

- Average payment per trip

#### **11. Inspections**

- Monthly reporting on vehicle & driver compliance



## Independent Review Recommendations - cont

### **FSSA Oversight & Performance Measures**

#### **12. Client inquiries**

- Call center performance measures

#### **13. Claims denial rate**

- Claim denial overrides



## Updates from November Commission Meeting

- Questions
- Recommendations



## NEMT Program Updates

- **Change Requests**

- Nursing Facilities as Transportation Providers
- EMS hospital to hospital transfers

- **State Agency Collaborations**

- DWD
- INDOT
- BMV
- IDOR
- IDOI





## **NEMT Program Updates - cont**

- **Process Improvement Initiative for EMS claims**
- **Quality Improvement Committee meeting on members**



# NEMT By the numbers 2019

Q 1 – Q 4\*

\* Oct/Nov 2019

\*\* Oct 2019

Q1	Q2	Q3	Q4*	2019
1,301	1,146	1,179	1,130	Avg. # calls for ride requests/day
2,781	2,502	2,509	2,433	Avg. # all calls handled/day
11,670	11,249	11,083	9,883	Avg. # members served/month
53,321	50,777	45,199	45,635	Avg. # rides/month
85%	88.64%	88.72%	89.33%	Need met
3.14%	3.00%	3.04%	2.83%	Non-compliant send-backs
1,633	1,651	1,677	1,673	Active drivers
1,539	1,518	1,574	1,633	Active vehicles
168,006	167,150	172,381	129,437	Claims received
165,946	165,742	171,844	128,371	Claims paid
37.60%	39.37%	35.91%	49.62%	Ridership - high risk members
25.11%	21.61%	22.52%	18.06%	Provider no-show rate
74.89%	78.39%	77.48%	81.94%	Member no-show rate
93%	93%	93%	94%	Positive approval rating
7%	7%	7%	6%	Negative approval rating
94.13%	96.07%	95.63%	96.1%**	Call center satisfaction rate



# Wrap up & Next Steps



Commission materials will be available at:

<https://www.in.gov/fssa/omppp/5725.htm>