



# NEMT Commission Meeting

July 29, 2021

**Jennifer Sullivan, MD MPH**  
**Secretary, Indiana Family and Social  
Services Administration**

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# Agenda

- **Welcome & Introductions**
    - Slides 1-5
  - **Program Updates**
    - Slides 6-9
  - **SET Performance Summary**
    - Slides 10-26
  - **SET Pay for Outcomes (P40) Review**
    - Slides 28-40
  - **SET Pay for Outcomes Discussion**
    - Slide 41
  - **Adjournment**
    - Slides 42-43
- Dr. Jennifer Sullivan, FSSA**
- Lindsey Lux, FSSA**
- Jim Degliumberto, SET**
- Elizabeth Darby, OMPP**
- Dr. Jennifer Sullivan, FSSA**
- Dr. Jennifer Sullivan, FSSA**



# Welcome NEMT Commission Members

Name	Association	Name	Association
Vacant	FFS member	Sherry Hampton	American Senior Communities
Sarah Chestnut	INARF	Kristen LaEace	AAAA
Dr. Michael Kaufmann	EMS Medical Director	Amanda McClure	Fresenius Kidney Care
Gary Miller	PROMPT Medical Transportation	Dr. Jennifer Sullivan	FSSA
Andrew VanZee	IHA	Rep. Jim Pressel	Indiana House of Representatives
Jim Degliumberto	Southeastrans, Inc.	Rep. Mitch Gore	Indiana House of Representatives
Kim Dodson	Arc of Indiana	Sen. Vaneta Becker	Indiana Senate
James Fry	Steadfast Transportation, LLC	Sen. Jean Breaux	Indiana Senate



# Introduction

## Dr. Dan Rusyniak

- Dr. Dan Rusyniak has been appointed FSSA Secretary effective August 1, 2021.
- Dr. Rusyniak is currently the Chief Medical Officer at FSSA. He became a familiar face to many Hoosiers over the last year, serving as the state's point person for nursing homes during the COVID-19 pandemic, where he was involved in NEMT transportation policy.



# Program Updates

Lindsey Lux, FSSA



## Program Updates – COVID-19 Vaccinations

- Indiana FSSA and SET provided and will continue to provide transportation for all members to any location providing the COVID-19 vaccination.



# Program Updates – Attendant Care Transportation Services

- Available to all Aged and Disabled and Traumatic Brain Injury waiver members
- Allows members with complex needs to be transported and accompanied by person who knows them and understands their care needs.
- Mitigates health risks by limiting the member's exposure to persons outside their household and caregivers
- Provides companionship to support the member during their medical appointment and help ensure care information is understood.



## Program Updates – SUD Treatment Transportation

- In partnership with SET, Indiana 211 staff can now schedule Lyft rides directly for any Hoosier seeking substance use disorder treatment.
- This partnership breaks down barriers for callers ready to seek help.





# SET Network Performance & Access

Jim Degliumberto, Southeastrans Inc.



## NEMT By the numbers June 2020 - May 2021

Q1	Q2	Q3	Q4	Measure
754	836	890	860	Average Calls for trip requests per day
1,054	1,187	1,261	1,237	Average Calls handled per day
10,354	11,058	10,270	10,939	Average members served per month
126,955	144,453	125,522	136,512	Claims received
3,636	3,798	3,179	3,717	Claims denied
123,319	140,655	122,343	132,795	Claims paid
1,952	1,211	1,171	1,386	Claims rejected*

\*A rejected claim is a claim that is missing some piece of information required in order to pay the claim.



## NEMT By the numbers June 2020 - May 2021

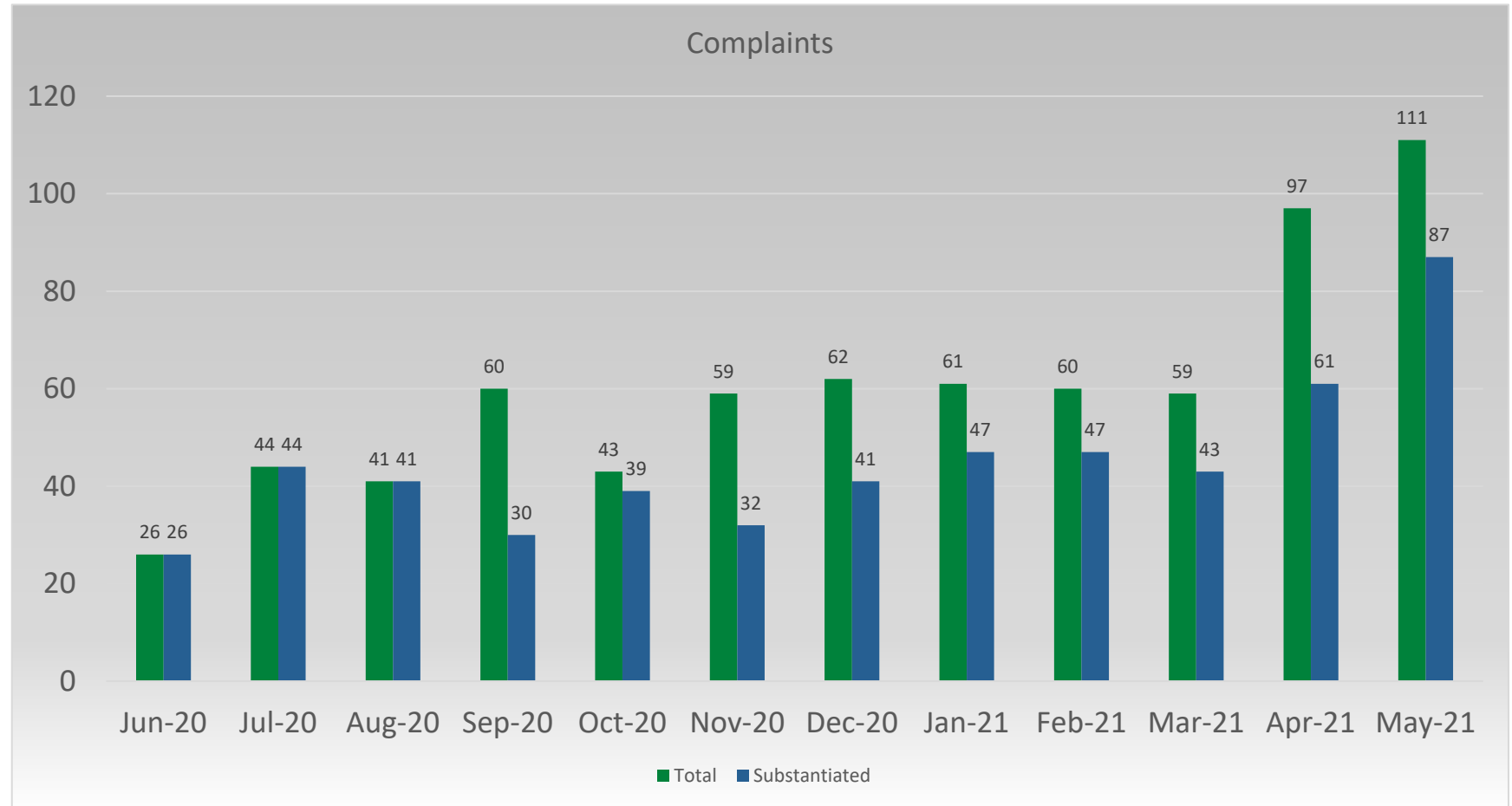
Q1	Q2	Q3	Q4	Measure
45,612	46,965	41,529	46,096	Average one-way trip legs per month
60.87%	57.37%	58.74%	56.75%	Subscription*
39.13%	42.63%	41.26%	43.25%	Demand ( <i>Acute Care</i> )
88.29%	87.09%	85.72%	86.39%	Fulfilled trips
95.64%	94.98%	94.38%	95.40%	Fulfilled trips less Member No Shows
57.48%	54.88%	56.62%	54.17%	High Risk Members (HRM)**
1,463	1,453	1,369	1,338	Active drivers
1,351	1,367	1,368	1,273	Active vehicles

\* A subscription trip also known as “standard orders” where the trip is reoccurring, such as for dialysis occurring multiple times a week.

\*\* Dialysis, Chemotherapy, Radiation, Wound Care, and Surgeries



# Total Complaints



Average 1 complaint every 748 Trips



## Member Experience - Trip Scheduling Satisfaction

- SET utilizes a satisfaction survey for members with completed trips to measure the trip scheduling experience.
- Member satisfaction rate with the call center averaged 97%.

Month	Overall Call Center Satisfaction
Jun-20	94.1%
Jul-20	96.1%
Aug-20	96.1%
Sep-20	100%
Oct-20	98.0%
Nov-20	98.6%
Dec-20	95.2%
Jan-21	98.0%
Feb-21	96.1%
Mar-21	94.1%
Apr-21	98.0%
May-21	100%



## Member Experience - Post Trip Transportation Provider

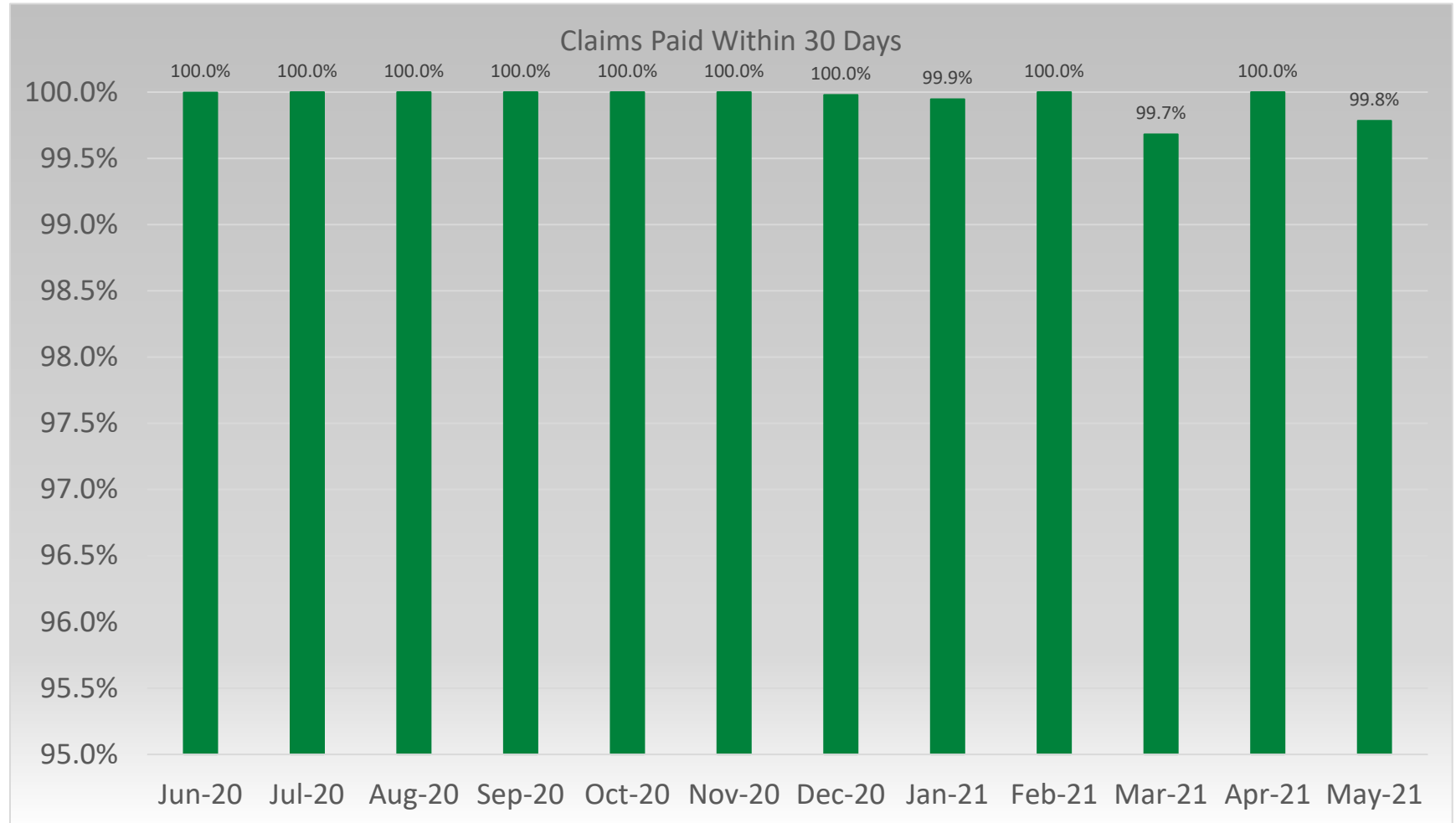
- SET contracts with independent third-party vendor to conduct a satisfaction survey for members with completed trip to measure call center experience.
- Average member satisfaction rate for transportation providers 4.8 out of 5.

Month	Overall Satisfaction
Jun-20	4.79
Jul-20	4.80
Aug-20	4.76
Sep-20	4.90
Oct-20	4.65
Nov-20	4.76
Dec-20	5.00
Jan-21	4.80
Feb-21	4.82
Mar-21	4.55
Apr-21	4.96
May-21	4.82



# Claim Payment Timeliness

16-day average claim payment cycle





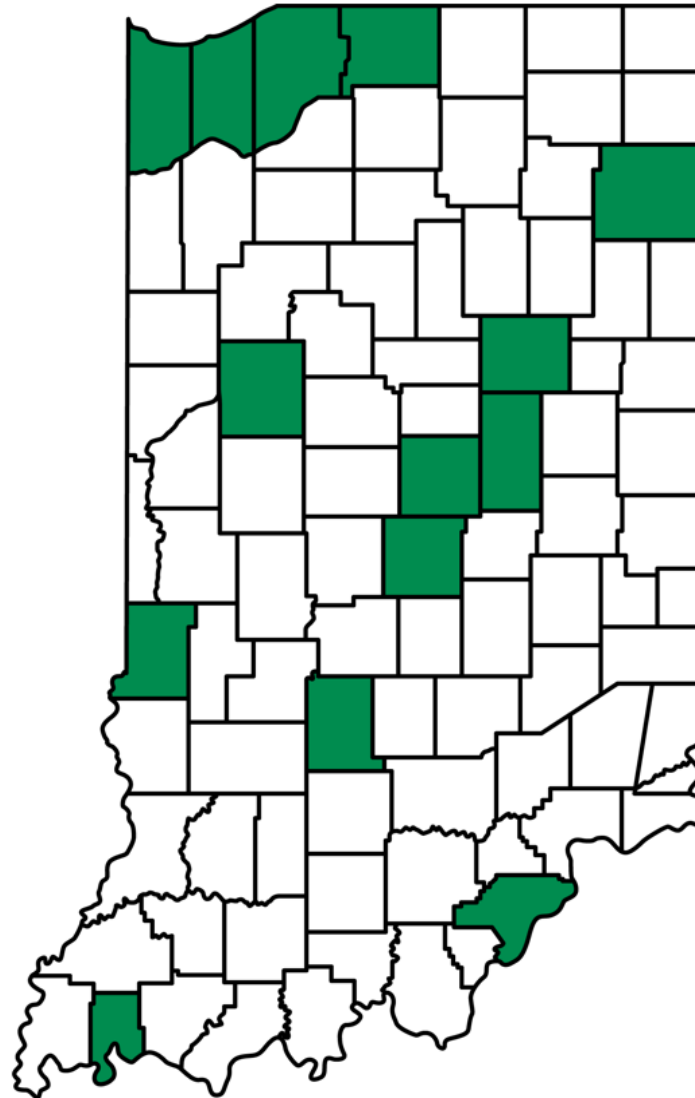
## EMS Billing Update

- Phase 1- Enhance the 1500 form process - **Completed December 31, 2020**
  - Add “Run Number” within a claim in Insight for billing reconciliation.
  - Completed 1500 forms can be electronically uploaded for processing
- Phase 2- Allow direct 837 file integration - **Completed April 30, 2021**
  - Provide EMS providers the ability to submit 837 files
    - SET has developed a process to process the 837
      - Form attachments
    - SET has developed a process to return an 835
      - Ancillary reports
    - SET has developed a process for denied claim resubmission
      - Currently a manual process
  - **Currently working with four EMS providers to submit test claims**





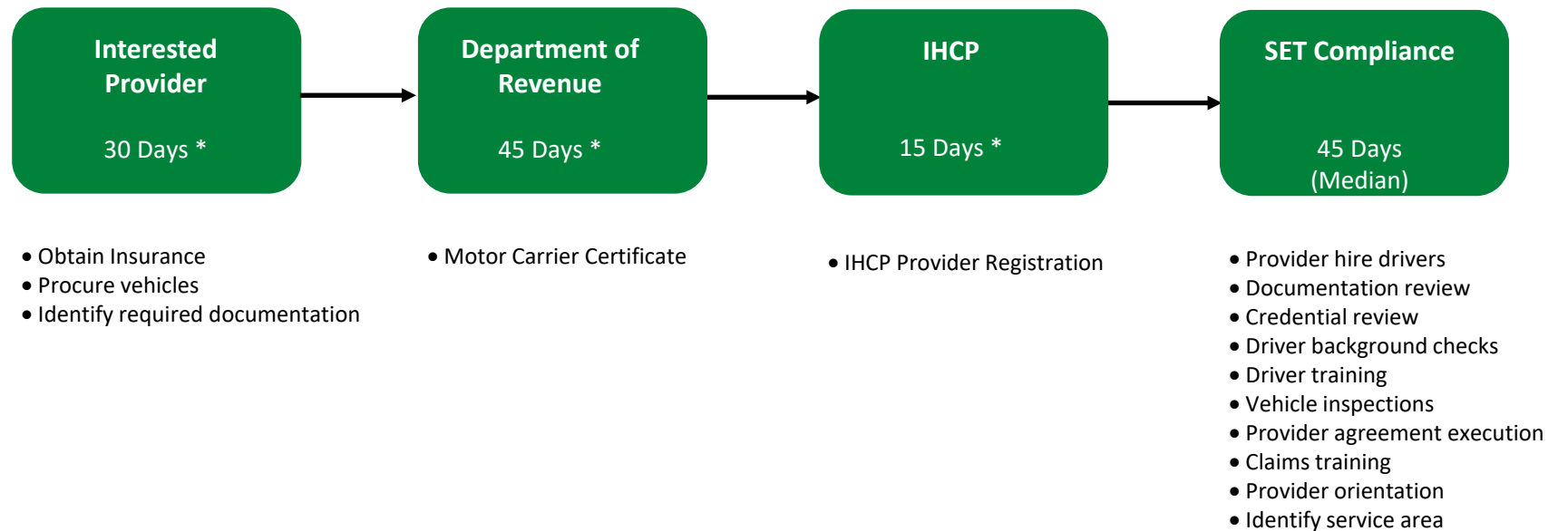
# Transportation Provider Areas of Need



County
Allen
Clark
Grant
Hamilton
La Porte
Lake
Madison
Marion
Monroe
Porter
St. Joseph
Tippecanoe
Vanderburgh
Vigo



# Provider Enrollment Timeline



\* Dependent upon provider timely submission of required documentation



# Transportation Provider Network Growth Strategy

## New Transportation Providers

- 9 in credentialing as of June / 9 vehicles
- 82 interested providers in pipeline / estimate 95 vehicles
- Ambulatory provider began December 2020
  - 5 vehicles strategically located to serve areas of need
  - Additional vehicles are added as needed
- Wheelchair provider coming soon to Indiana
  - At least 12 vehicles strategically located to serve areas of need
- Focused recruitment in areas of need

## Existing Transportation Provider Network

- Currently 202 active providers
- Offering incentives to promote expansion
- Offering premium rates to serve areas of need



## Transportation Provider Network Growth Strategy

- Enroll Nursing Facilities as Transportation Providers
  - CARDON currently in credentialing
    - 20 vehicles
  - Hooverwood Living Nursing Facility in credentialing
    - 3 vehicles
- SET continued outreach proactively with facilities to discuss:
  - Benefits of being transportation providers
  - Review reimbursement processes
  - Enrollment and onboarding processes
  - Facility portal training
  - Customized solutions for unique transportation needs

If you are a nursing facility and would like to enroll as a transportation provider, please contact Sandy Lowe at [slowe@southeastrans.com](mailto:slowe@southeastrans.com)



## Transportation Network Companies Update

- Lyft
  - Launched September 2020
  - Provider of last resort
  - Specific criteria to qualify
  - Implemented an API
  - Total one-way trip legs - 3,631
  - Less than 1% of total volume
  - Unique members - 906
  - Counties served - 31





## Network Growth Opportunities

- ALS/BLS (Ambulance)
  - Geographic needs
  - Emergency needs are priority
  - Residential pick up
  - Bariatric
    - Working with providers to accommodate needs
- Bariatric Wheelchair
  - Oversize wheelchair
    - Recruitment of providers with larger capacity vehicles
- Rising costs
  - Insurance
  - Labor
  - Fuel



# Outreach to Facilities and Providers

- Facility Outreach
  - Resumed on-site facility visits in April 2021
  - Quarterly Workshops
    - Next workshop scheduled August 2021
  - Outreach to social workers within the state through the National Association of Social Workers
  - Outreach to case workers through the Indiana Association of Area Agencies on Aging
  - Exhibiting at IHCA Annual Convention and EXPO August 2021
  - Exhibiting at INARF Annual Conference October 2021
- Transportation Provider town hall meetings planned for September 2021. Announcements coming soon for additional details.



## Member Experience: Customized Response

- Minor Child in Clark County - BLS Transport to Riley Hospital
  - Collaboration with Riley, care manager, parent, and EMS provider to secure transportation
- Bariatric member with oversized wheelchairs
  - QRV visited members to measure wheelchair to locate a vehicle capable of meeting member's need
- Member's spouse reported to SET she was having issues scheduling appointments for husband. SET referred to and collaborated with FSSA Case Management, member's spouse, and medical facilities to coordinate member care needs.
- Driver arrived to pick up a member and member could not come to the door. They had fallen out of their wheelchair and could not get up. Driver called EMS who entered home and assisted member.





# Community Engagement

- Wheeler Mission
  - Unique transportation
  - Created a central pick-up and drop-off location
  - Ongoing volunteer opportunity
- Old Bethel Food Pantry donations
  - Canned goods
  - Hats and gloves
- National Coalition Against Domestic Violence (NCADV)
  - Corporate initiative to support domestic violence awareness
  - Cellular telephone recycling





# **SET Pay for Outcomes Contract Year 3**

**Elizabeth Darby, OMPP**



# Pay for Outcomes Guidelines

1. The broker's contract includes Pay for Outcomes criteria that are monitored on a quarterly basis.
2. Three percent of the contract value is withheld and must be earned back according by meeting or exceeding the performance metrics.
3. The Broker must be in good standing in order to receive any earned payout.
4. The NEMT commission must approve of the annual payout based on performance results.
5. Funds are paid out once per year and do not roll-over.



# Pay for Outcomes – NEMT Categories

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



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Quality</b>										\$92,850	\$92,850
1. No more than 1% of completed one-way trips shall have an associated valid member complaint	<=1%	0.05%	Y	0.14%	Y	0.12%	Y	0.15%	Y		
2. The Contractor investigate, remedy and close 95% of complaints within 15 days of receipt.	95%	100%	Y	100%	Y	100%	Y	100%	Y		



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Safety</b>										\$139,275	\$139,275
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%	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
2. Contractor will conduct random, unannounced, spot inspections on at least 1/12 of authorized vehicles per quarter.	100%	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
3. Quarterly, Contractor will conduct at least 75 separate wheelchair securement inspections.	100%	Pass	Y	Pass	Y	Pass	Y	Pass	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%	Pass	Y	Pass	Y	Pass	Y	Pass	Y		30



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Call Center</b>										\$139,275	\$87,046.75
1. One hundred percent (100%) of all calls shall reach the Call Center menu on or within three rings or fewer.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
2. Quarterly average speed to answer calls shall not exceed 60 seconds	<= 60 sec	35.00	Y	30.33	Y	25.67	Y	23.33	Y		
3. The busy rate shall not exceed zero percent (0%) each quarter	0%%	0%	Y	0%	Y	0%	Y	0%	Y		
4. The quarterly lost call (abandonment) rate shall not exceed five percent (5%). No calendar week shall have an abandonment rate greater than seven percent (7%).	<=5%	6.00	N	5.11	N	5.15	N	3.09	Y		



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Call Center (Continued)</b>											
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. Eighty-five percent (85%) of all issues from callers should be resolved on the first call based on random monthly call center surveys	>=85%	94.00%	Y	94.88%	Y	94.85%	Y	96.91%	Y		
7. Contractor must direct one hundred percent (100%) of emergency requests to 911 or an appropriate local emergency (Ambulance) services	100%	100%	Y	100%	Y	100%	Y	100%	Y		





# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Transportation Requests</b>										\$139,275	\$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.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
2. The Contractor shall furnish appropriate transportation, as outlined in the Contract, for at least 90.0% of valid member transportation requests.	>= 90.0 %	88.29%	N	87.09%	N	85.72%	N	86.39%	N		



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Transportation Scheduling</b>										\$139,275	\$121,865.63
1. Zero percent (0%) of scheduled trips shall require a Member to board a vehicle prior to the scheduled pick-up time, based on Member complaint(s) and survey responses.	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% Pass	Y		94.39%N		99.24%Y		98.90%Y			
3. Contractor shall allow Transportation Providers to load multiple Member passengers in the same vehicle at the same time (including passengers who are not Members).	Pass/Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
4. Ninety percent (90%) of trips, regardless of traffic or road conditions, shall deliver Members on-time for their appointments	>=90% Pass	Y		80.06%N		95.12%Y		94.84%Y			
5. Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups.	Pass/Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
6. 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		34



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Provider Services</b>										\$139,275	\$69,637.52
1. 98% of all claims paid w/in 21 day (e-claim) or 30 days (paper)	>= 98%	100%	Y	100%	Y	99.98%	Y	99.84%	Y		
2. 70% of claims submitted electronically	>= 70%	43.36%	N	41.84%	N	45.95%	N	43.61%	N		
3. Detailed regional gap report submitted and approved	Pass /Fail	Pass	Y	Pass	Y	Pass	Y	4.50%	Y		



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Member Education</b>										\$46,425	<b>\$40,621.87</b>
1. Contractor will attempt to contact and educate all Members who do not appear for scheduled pick up (no show) within 5 days of reported occurrence.	100%	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
2. Member no shows will be reduced by at least 20% or more from the level measured in contract year 3.	>= -20%	-27.04%	Y	-40.18%	Y	-22.61%	Y	20.05%	N		



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Encounter Data Completeness and Timeliness</b>										\$ 46,425	<b>\$46,425</b>
1. The Contractor shall deliver the Encounter Data contemplated by the Contract thirty (30) days following the month of payment.	100%	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



# SET Pay for Outcomes Performance

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
<b>Report Accuracy &amp; Timeliness</b>										\$46,425	<b>\$40,721.88</b>
1. The Contractor shall furnish all reports on or before their due date in the Contract.	100%	Pass	Y	Fail	N	Pass	Y	Pass	Y		
2. The Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur	100%	Pass	Y	Fail	N	Pass	Y	Pass	Y		



## SET Pay for Outcomes Performance

Category of Measures	Available Payout	Earned Payout
Quality	\$92,850.00	\$92,850.00
Safety	\$139,275	\$139,275
Call Center	\$139,275.00	\$87,046.75
Transportation Requests	\$139,275.00	\$0.00
Transportation Scheduling	\$139,275.00	\$121,865.63
Provider Services	\$139,275.00	\$69,637.52
Member Education	\$46,425.00	\$40,621.87
Encounter Data Completeness and Timeliness	\$46,425.00	\$46,425.00
Report Accuracy & Timeliness	\$46,425.00	\$40,721.88
<b>TOTAL</b>	<b>\$928,500.00</b>	<b>\$638,443.65</b>



# SET Pay for Outcomes Discussion

Dr. Jennifer Sullivan, FSSA





# SET Pay for Outcomes Vote

Name	Association	Vote	Name	Association	Vote
Vacant	FFS member	NA	Sherri Hampton	American Senior Communities	Yes
Phillip Parnell for Sarah Chestnut	INARF	Yes	Kristen LaEace	AAAA	Yes
Dr. Michael Kaufmann	EMS Medical Director	Yes	Maureen Lindsey for Amanda McClure	Fresenius Kidney Care	Yes
Gary Miller	PROMPT Medical Transportation	Yes	Dr. Jennifer Sullivan	FSSA	Yes
Andrew VanZee	IHA	Yes	Rep. Jim Pressel	Indiana House of Representatives	ex-officio
Jim Degliumberto	Southeastrans, Inc.	Yes	Rep. Mitch Gore	Indiana House of Representatives	ex-officio
Kim Dodson	Arc of Indiana	Absent	Sen. Vaneta Becker	Indiana Senate	ex-officio
James Fry	Steadfast Transportation, LLC	Absent	Sen. Jean Breaux	Indiana Senate	ex-officio



# Adjournment

Dr. Jennifer Sullivan, FSSA



**Commission materials will be available at:**

**<https://www.in.gov/fssa/ompp/non-emergency-medical-transportation/nemt-commission/>**