



# **NEMT Commission Meeting**

**August 8, 2023**

**Lindsey Lux, OMPP Deputy Director &  
Chief of Staff**

**Indiana Family and Social Services  
Administration**



# NEMT Commission Members

Name	Association	Name	Association
Brian Carnes	Indiana Association of Rehabilitation Facilities	Sherri Hampton	American Senior Communities
Andrew VanZee	Indiana Hospital Association	Kristen LaEace	Indiana Association of Area Agencies on Aging
Eric Yazel, MD	Dept of Homeland Security	Vacant	Dialysis
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
Fern Mirkin	Fee For Service Member	Sen. Jean Breaux	Indiana Senate



# Agenda

- **Welcome and Introductions**  
Slides 1-3  
**Lindsey Lux, FSSA**
- **Program Updates**  
Slides 4-8  
**Lindsey Lux, FSSA**
- **Verida Performance & Access**  
Slides 9-21  
**Jim Degliumberto, Verida**
- **Verida Pay for Outcomes**  
Slides 22-35  
**Jami Sayeed, OMPP**
- **Verida Pay for Outcomes Vote**  
Slides 36-37  
**Lindsey Lux, FSSA**
- **Wrap Up/Adjournment**  
Slides 38-40  
**Lindsey Lux, FSSA**



# Program Updates

Lindsey Lux, FSSA



# HCBS NEMT Grant Program Highlights

As part of Indiana’s HCBS Spend Plan, FSSA distributed **\$12M** across three grant opportunities to improve transportation access for Hoosiers in 2022 and early 2023.

## Bariatric Ambulance Grant Program



**\$3.8M**  
Awarded

- **21** Bariatric Ambulances requested by **12** applicants
- **\$180K** awarded for each Bariatric Ambulance per applicant

## Wheelchair Van and Lift Grant Program



**\$4.9M**  
Awarded

- **83** Wheelchair Vans and **24** Wheelchair Lifts requested by **62** applicants
- **\$77K** awarded for each Wheelchair Van and **\$9K** for each Wheelchair Lift

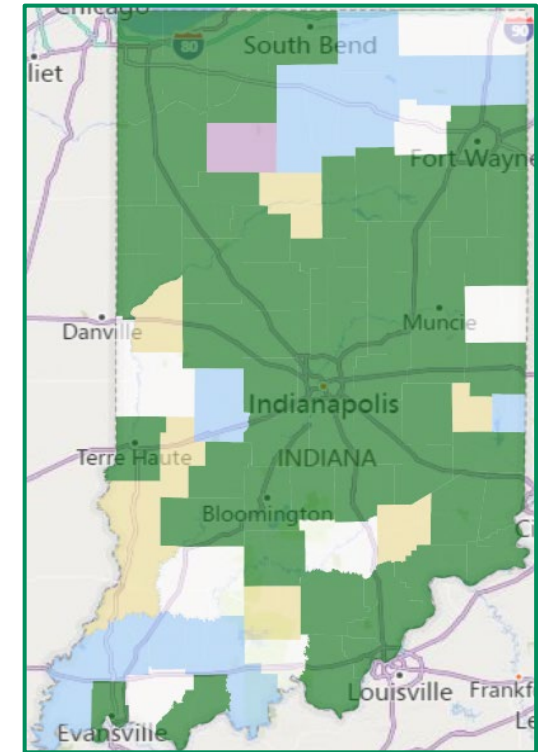
## Type II Ambulance Grant Program



**\$3.3M**  
Awarded

- **25** Type II Ambulances requested by **13** applicants
- **\$110K** awarded for each Type II Ambulance per applicant

County Coverage Map



**Key**

- Served by two or more NEMT Grant Awardees
- Served by Wheelchair Van and Lift Grantees
- Served by Bariatric Ambulance Grantees
- Served by Type II Ambulance Grantees
- Not currently serviced by Grantees



## Ambulance Transportation Carve-Out

Effective for dates of service on or after July 1, 2023, all NEMT services for BLS/ALS ambulance transportation are carved out from the Fee-for-Service NEMT brokerage (see [\*IHCP Bulletin BT202353\*](#)).

- Nonemergency BLS/ALS transports are scheduled directly with the ambulance transportation providers
- Ambulance transportation providers file claims for reimbursement with the State's claim processing vendor (Gainwell)
- Other types of NEMT transports are still arranged through Verida unless the member is a resident of a nursing facility



## Nursing Facility Transportation Carve-Out

Effective for dates of service on or after July 1, 2023, all NEMT services for nursing facility residents are carved out from the Fee-for-Service NEMT brokerage (see [IHCP Bulletin BT202352](#)).

- 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.
- Nursing facilities will be reimbursed for non-ambulance transportation costs in the per diem rate
- This policy change does not include assisted living facilities



## Procurement

- 12/13/22 IDOA released a solicitation to procure non-emergency transportation benefits for Fee For Service Medicaid members starting 7/1/2024
- 2/17/23 Four Bids were received
- 6/23/23 Verida was recommended to enter into contract negotiations with the State of Indiana's Family and Social Services' Office of Medicaid Policy and Planning
- 7/19/23 Readiness Review process was initiated to assess vendor preparedness for 7/1/24 go-live





# Verida Network Performance & Access

Jim Degliumberto, COO  
Verida, Inc.

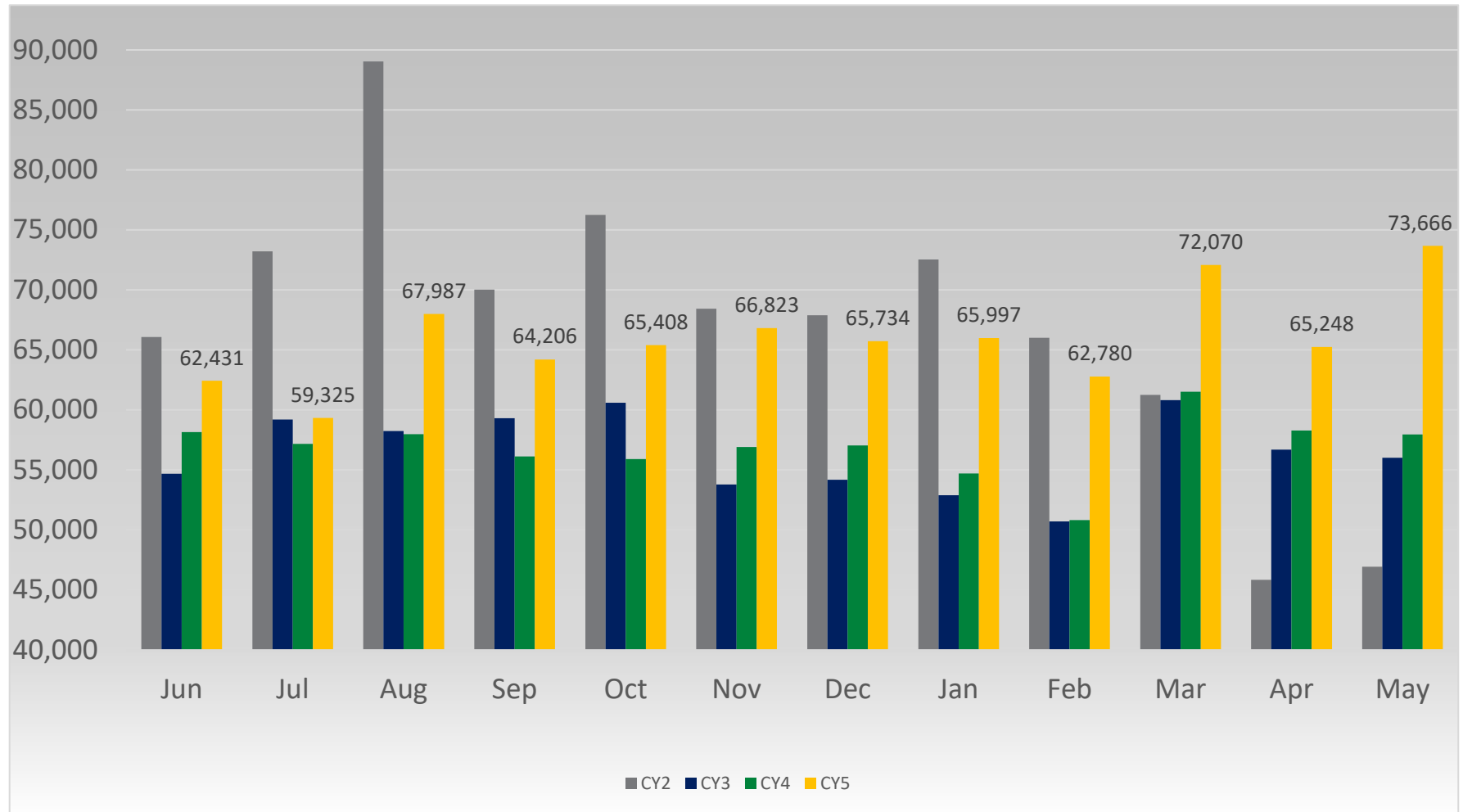


## NEMT by the numbers

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

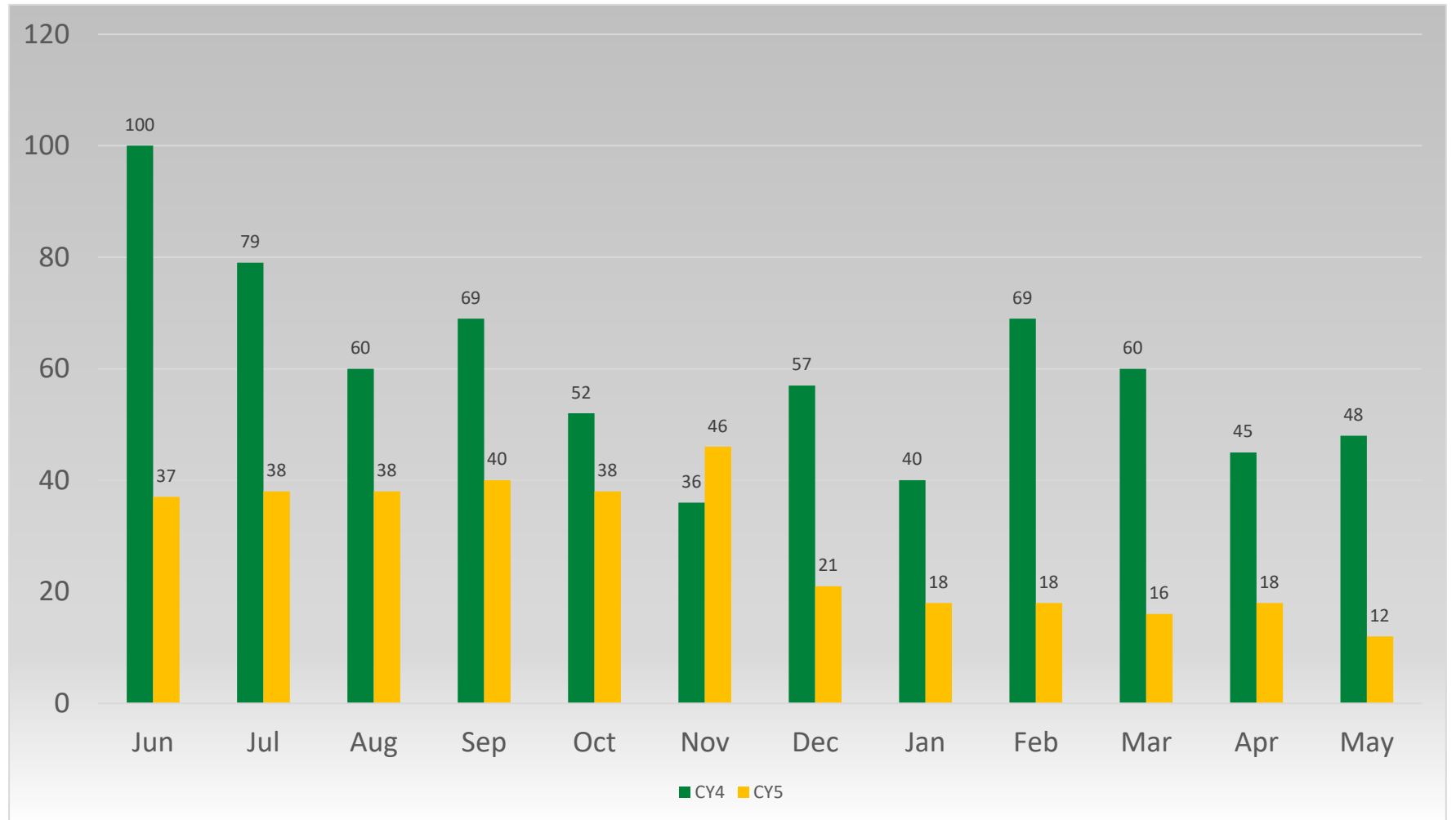


## Trip Volume





## Complaints



99.9% complaint free trips

12



## Member Experience - Call Center

- Satisfaction rate averaged 97%.

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%



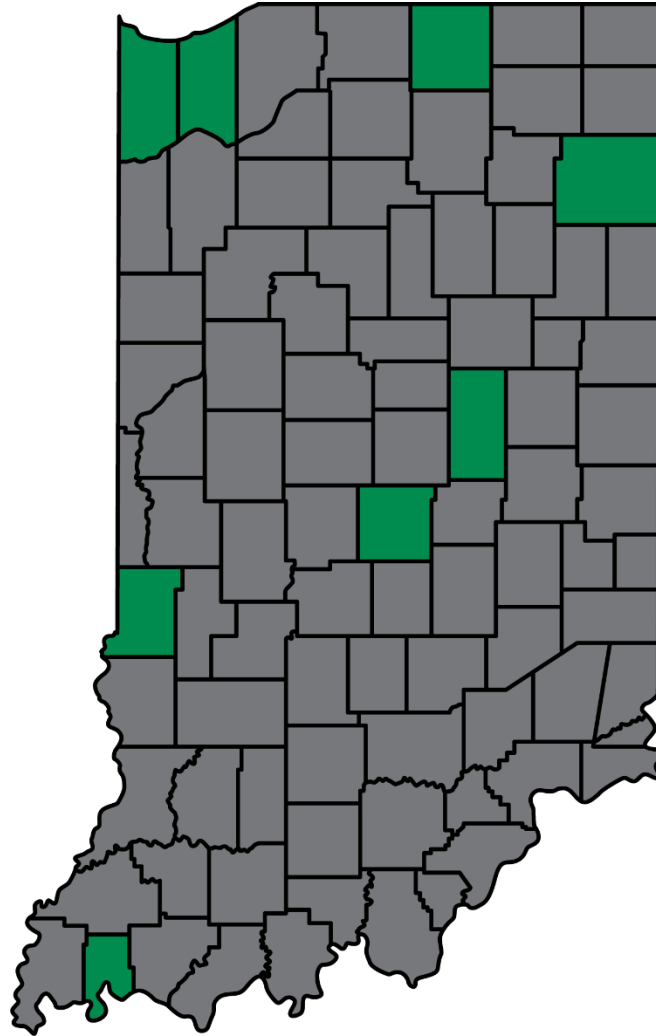
## Member Experience - Transportation Provider

- Overall Satisfaction rate averaged 94%

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%



## Transportation Areas of Need



Counties
Allen
Elkhart
Lake
Madison
Marion
Porter
Vanderburgh
Vigo



## Transportation Provider Network Growth UPDATE

- New Transportation Providers (July 1<sup>st</sup>)
  - 14 in credentialing
  - 119 vehicles in pipeline
  - Focused recruitment in areas of need
- Existing Transportation Provider Network
  - Currently 143 active providers
  - Offering incentives to promote expansion
  - Offering premium rates to serve areas of need





## Provider Safety

- Vehicle Inspections
  - 2,976 inspected
  - 100% Pass rate
- Spot Inspections
  - 1,468 completed
  - 100% pass rate
- Wheelchair securement inspections
  - 390 completed
- Accidents and incidents
  - 112 reported this CY
  - 99.99% trips completed without an accident



## Call Center Technology - Quality Assurance

- Keyword searches from transcribed calls
- Tags moments in calls
- Grades using AI
- 100% of CSR calls reviewed

The screenshot displays a call center quality assurance interface. At the top, it shows the call ID: 5c9bb8a7-59cf-4311-a063-cee5a1185270. Below this is a timeline of the call with agent and customer segments. A 'Moments' sidebar on the left lists categories like 'Process Adherence', 'Test', 'Customer Satisfaction', and 'Real Time'. The main area shows a transcript of the call with AI-generated tags such as 'Followed Proper Verification Process [AM]', 'Round Trip Required', and 'Appointment Reason'. On the right, a 'Universal AutoQA Form v1' is visible, showing a final score of 90% (Pass) and a list of quality assurance items with scores and AI feedback, such as '3. Appropriate hold procedure' (9.09 points, N/A) and '4. Utilization of courtesy words' (9.09 points, Yes).



# Call Center Technology - Quality Assurance

	Overview	Evaluations	Coaching Notes	Create Coaching Session
3. Used appropriate script and/or greeting with friendly tone	5	0	Yes ☑	Yes ☑
4. Agent was prepared for the call and responded immediately	5	0	Yes ☑	Yes ☑
5. Took accountability with appropriate verbal response	3	2	Yes ☑	Yes ☑
6. Followed proper verification process of member addresses and phone numbers (AR Only: utilized truth and accuracy statement)	1	4	No ☒ <a href="#">View Comment</a>	No ☒ <a href="#">View Comment</a>
Created a Positive Member Experience (Entire Call)	-	17/17	17/17	17/17
7. Focused on member while controlling call	5	0	Yes ☑	Yes ☑
8. Communicated professionally	5	0	Yes ☑	Yes ☑



## Call Center Technology - Realtime Agent Assist

- Guide agents through calls
- Agent reminders
- Alerts
- Links to KB articles

The screenshot displays the 'Agent Assist' interface, which is part of a 'Real Time AI' system. The interface is titled 'Agent Assist' and shows the agent is 'On a call'. It features several key components:

- Hold time alert:** A circular progress indicator shows 'ON-HOLD 00:30'. The text indicates 'Hold time should be less than 02:00 min'.
- Call Opening:** A dropdown menu is expanded, showing two checked items: 'Open with right brand name' and 'Recorded line statement'.
- Dead air:** A circular progress indicator shows 'DEAD AIR 0:01'. The text indicates 'Dead air should be less than 2 minutes'.
- Internet Upsell:** A dropdown menu is expanded, showing a text box that reads: 'Customer wants more information about the program click [here](#) for documentation'.
- Post-call survey reminder:** A checkbox labeled 'Post-call survey reminder' is visible at the bottom.



## Call Center Technology - Knowledge Base

- Key word search
- Processes and Policies
- Job aids

The screenshot displays the Verida Call Center Knowledgebase interface. At the top, the Verida logo and 'Verida Call Center Knowledgebase' text are visible, along with navigation links for 'Community', 'Submit a request', and a user profile for 'Ryan Marks'. The main content area features a search bar with the text 'cancell' entered. A dropdown menu is open, showing search results for 'cancell'. The results include:

- Canceling a Trip**  
Verida Call Center Knowledgebase > Indiana > InSight
- Canceling a Trip Leg**  
Verida Call Center Knowledgebase > Indiana > InSight
- Canceling a Standing Order**  
Verida Call Center Knowledgebase > Indiana > SSR
- Cancellation Reasons**  
Verida Call Center Knowledgebase > Indiana > Quick Reference Guides

Below the search bar, there are several category buttons: 'Call Handling Procedures', 'Nice CXOne', 'Soft Skills', 'Lyft', 'Scripts', and 'SSR'.



# Verida Pay for Outcomes Contract Year 5 Jami Sayeed, 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 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. Provider Services
7. Member Education
8. Encounter Data Completeness & Timeliness
9. Report Accuracy & Timeliness





# Verida 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>										\$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		



# Verida 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>										\$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		



# Verida 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>										<b>\$126,190.71</b>	<b>\$126,190.71</b>
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		



# Verida 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>											
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		



# Verida 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>										<b>\$126,190.71</b>	<b>\$0.00</b>
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 calculated rates include member cancellations and no-shows for all reasons.



# Verida 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>										<b>\$126,190.71</b>	<b>\$126,190.71</b>
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		



# Verida 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>										<b>\$126,190.71</b>	<b>\$70,982.28</b>
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		



# Verida 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>										<b>\$42,063.57</b>	<b>\$21,031.79</b>
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		





# Verida 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>										\$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		



# Verida 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>										\$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		



## Verida Pay for Outcomes Performance

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
<b>TOTAL</b>	<b>\$841,271.40</b>	<b>\$612,550.77</b>



# Verida Pay for Outcomes Vote

Lindsey Lux, FSSA



# Verida Pay for Outcomes Vote

Name	Association	Vote	Name	Association	Vote
Brian Carnes	INARF		Sherri Hampton	American Senior Communities	
Andrew VanZee	IHA		Kristen LaEace	AAAA	
Eric Yazel, MD	DHS		Maureen Lindsey	Fresenius Medical Care	
Gary Miller	PROMPT Medical Transportation		Lindsey Lux	FSSA	
Kim Dodson	Arc of Indiana		Rep. Jim Pressel	Indiana House of Representatives	Ex Officio
Jim Degliumberto	Verida, Inc.		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		Sen. Jean Breaux	Indiana Senate	Ex Officio



# Adjournment

Lindsey Lux, FSSA



**Commission materials will be available at:**

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



# NEMT Resources

- <https://www.in.gov/fssa/ompp/non-emergency-medical-transportation/overview/>
- <https://verida.com/indiana-members/>
- 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