

NEMT NEWSLETTER

SEPTEMBER 2013

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Welcome



Welcome to our inaugural edition of the DMAS Non-Emergency Medicaid Transportation (NEMT) newsletter.

There are many ongoing efforts to improve the quality of our program in Virginia. The purpose of this newsletter is to keep our community partners informed about those efforts, activities and changes. Please feel free to share this

newsletter with others in your organization, areas, or associations.

The Newsletter will include updates on our Advisory Council, recent improvements and successes, contractual updates and staffing changes.

In addition newsletters may also have features such as:

Updates From the Field- Information from our field monitoring staff.

Featured Providers- Drivers and/or companies providing NEMT whom have outstanding performance.

Stats by Region- Statistics broken down by state and region.

Fast Facts/Did You Know-

Each newsletter will include helpful information quick hits.

Our goal is to publish this newsletter at least 6 times a year. We appreciate your patience as we develop this tool and as always welcome your feedback on how we can improve our communications. Thank you for your commitment to improving our NEMT in Virginia.

Sincerely,

Tom Edicola, Director

DMAS Program Operations

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Did you Know...

Quarterly Advisory Council meetings are open to the general public. Please tell other stakeholders...we need to hear how we are doing.

Regional Advisory Committee Meetings

In June of this year, DMAS and LogistiCare collaboratively modified the format and structure of its regional Advisory Committee Meetings. The committees are now made up of regional representatives whose members or family members access non-emergency transportation services through LogistiCare. The committee's mission is to: 1) provide guidance and recommendations to DMAS and LogistiCare on improving the quality of transportation services in the region, 2) share regional

concerns and issues that arise and offer assistance in finding resolution; and 3) to offer suggestions on process and policy improvements to ensure high quality non-emergency transportation services are provided.

Meetings will continue to be held quarterly and are open to the public. Each meeting will have time allotted for a public comment forum. We are excited about this new structure and we are

confident that the committees will help us to work towards ensuring that all eligible members receive transportation that is safe, reliable, needs-specific, and high quality.

Future Advisory Committee meetings will be published in upcoming NEMT Newsletters. Please check the back page for upcoming dates and who to contact for each region. We look forward to seeing you at future meetings.

FAST FACTS

Number of trips for FY 2013

4,053,025

- ◆ Region 1 239,126 5.9%
- ◆ Region 2 587,181 14.5%
- ◆ Region 3 1,127,765 27.8%
- ◆ Region 4 1,006,060 24.8%
- ◆ Region 5 319,079 7.8%
- ◆ Region 6 191,371 4.72%
- ◆ Region 7 582,473 14.4%



“CHECK THIS OUT”

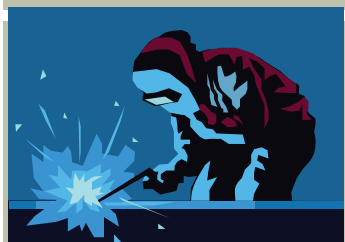
You can find the Medicaid Member Guide for Riding with the Non Emergency Medicaid Transportation Program (NEMT) and frequently asked questions (FAQs) on our web site.

Once you arrive at the website, click on the Members tab for these two documents and other useful information.

SEE THE BACK PAGE FOR OUR WEBSITE ADDRESS.



Recent Successes



Highlights of recent successes include:

1. DMAS staff is now monitoring daily LogistiCare’s ride assist and transportation scheduling call centers. These monitoring sessions are used to identify areas of success, improvement and training needs assessment within the
2. DMAS participation on the LogistiCare Quality Assurance committee is proving to be mutually beneficial. As LogistiCare staff identify ongoing issues at the member and facility level discussion is held on how to resolve the issue. Typically this is done through intensive case management for some pre-specified period of time.

3. A more comprehensive communications focus-DMAS now meets with LogistiCare monthly to discuss status of the program. Monthly Executive summary meetings also take place between LogistiCare’s GM, Regional Vice President and DMAS Director of Operations. Quarterly ACM’s, bi-weekly action items and weekly internal meetings now occur. Updates to brochures, the website and this Newsletter are other examples of enhanced communications strategies we’re implementing.

Contract Updates

In October we will begin the third year of our contract with LogistiCare. Part of any successful procurement is the necessity to clearly define the performance expectations of the entity you are contracting with and to build in levers to ensure that quality metrics are achieved. Often as regulations, policies or needs change there becomes a need for a modification to the contract.

Staff from both DMAS and LogistiCare have been working on a significant contract modification. This modification has over multiple changes intended to improve the level of service and quality of performance. A few of the modifications include:

Improved compliant tracking, PASS training requirement for all Taxi Cabs, dedicated training resources, DMAS engaged in

hiring key staff, QA Committee mandated and DMAS monitoring space allocated.

We are hoping to execute these and other modifications in the early fall. We will then implement a semi-annual review to determine other modifications that may be necessary going forward.

Stay tuned...

Staffing

To say that having enough staff, positioned correctly, and with the right skill sets is essential to our NEMT programs success is a forgone conclusion. Staffing at both the DMAS and LogistiCare has been a focus area since the first of the year and will continue as we look to do more with less (or the same) on this program.

The DMAS was successful in converting our part-time field

monitor to a full-time field monitor supervisor. In addition we were able to recruit and fill 1 additional part-time field monitor. 2 additional part-time positions remain in a pending status with the Administration.

LogistiCare has also been retooling and repositioning their team to gain efficiencies and leverage skill sets. Their focus has been a three pronged approach:

1. Recruit and fill vacant positions that are designated as a priority by DMAS.
2. Reduce turnover through improved training and hiring from within.
3. Continue to conduct needs and skills assessments to improve productivity.

More to come.

From the Field Observations

An increased focus is being placed upon Field monitoring by DMAS and Logisticare .

DMAS has added a second field monitor and Logisticare has increased their presence in the field thru additional staffing and increased focus.

One of the busiest facilities in the state was monitored on four occasions during July with no safety violations observed that were either Driver or Vehicle related

Statewide there continue to be observations of vehicles without working Air Conditioning, Wheelchair/Mobility devices not prop-

erly secured, members not using lap/shoulder belts and improper Cell phone usage.

Air Conditioning needs to be functioning and used. It is not the driver's choice.

All members must have a lap and shoulder belt on that is attached to the vehicle. This includes wheelchair members and is regardless of any securement device on the chair.

Cell phones may not be used while a vehicle is in motion unless it is fully hands free.



We'll continue to monitor and report progress in the field.

Featured Provider

Fosters Transportation

Fosters Transportation was recognized by a facility this month for their willingness to go above and beyond normal expectations. A facility in the tidewater area is getting many members from a closed facility. Fosters has worked with the facility to get the new members transported. "Fosters has

helped us cover trips every time a member is not assigned or without transportation". Thanks to Fosters Transportation for providing great service to our members!

If you know of providers who continually go above and beyond for our members, have good on-time performance, comply with safety standards, and are good role models for other aspiring transportation providers let us know. We'd love to recognize them in an upcoming Newsletter!

From the Broker

Over the years LogistiCare has made a commitment to improving Non Emergency Medicaid Transportation (NEMT) services for our Members. A few of the changes made were to improve the quality of services. In order to improve services LogistiCare combined operations of the scheduling of trips from regional offices throughout the state to one central location in Mechanicsville. LogistiCare combined call

taking of "Ride Assist" calls from regional offices throughout the state to their central location in Mechanicsville. By combining operations into one office, LogistiCare is improving consistency and continuity of services. Along with combining service into one office, LogistiCare has added positions such as a training manager to coach and monitor employees while taking calls. LogistiCare has reorganized and restructured

their management team to be more focused on member, stakeholder and provider relations.

You will see in the future publications updates and success stories on how DMAS and LogistiCare are partnering in continuous efforts on our mission of giving our Members Safe Reliable and High Quality transportation services.

Do you know someone who would like to receive this newsletter?

Send an email to:
Transportation
@dmas.virginia.gov

Please include:
Your name & title
and organization or
affiliation

DID YOU KNOW:

YOUR TRANSPORTATION PROVIDER DOES NOT GET PAID UNLESS THE MEMBER IS TRANSPORTED. THAT'S WHY IT'S IMPORTANT TO CALL LOGISTICARE'S "RIDE ASSIST" TO CANCEL RIDES AT LEAST 1 HOUR BEFORE SCHEDULED PICK UP TIMES.

THIS SAVES PROVIDERS TIME AND MONEY AND ALLOWS FOR MORE MONEY TO BE SPENT ON IMPROVING THE QUALITY OF OUR TRANSPORTATION PROVIDERS. **PLEASE CALL**

RIDE ASSIST AT 1-866-386-8331 PRESS OPTION 2

DMAS Transportation Unit

600 E. Broad Street
12th Floor
Richmond, Virginia 23219

Phone: 804-371-8854
Fax: 804-371-6035

Email:
Transportation@dmass.virginia.gov

Website:
<http://transportation.dmass.virginia.gov>

- *Contract Modifications*
- *Inclamate Weather Policy*
- *New Complaint Form and Process*
- *Member, Facility and Provider Survey*



**UPCOMING
ADVISORY COUNCIL
MEETINGS:**

REGION 1
9-/10/13 @ 10AM

REGION 2
9/11/13 @ 10 AM

REGION 3
9/17/13 @ 10 AM

REGION 4
9-19/13 @ 10 AM

REGION 5
09/24/13 @ 10 AM

REGION 6
9-/26/13 @ 10 AM

REGION 7
10/2/13 @ 10 AM

**For more information
email or call us
(see contact info above)**



**Question of
the Month**

Q. How much notice is needed to schedule transportation to an appointment?

A. Transportation for a routine appointment must be requested five (5) business days in advance. The day of the request does not count as one of the five days. The day of the appointment does count.

Q. What information is needed to make a reservation?

A. You will need the following information to complete the reservation:

1. Member's full name,
2. Member's 12-digit Medicaid number,
3. Street address of the residence or specific building name where the member is to be picked up, and telephone number
4. Street address of the specific destination where the member appointment will occur and telephone number
5. Transportation reservations may be taken with less than a 5-day notice if they are of an urgent nature, which will be verified

with the physician's office.

Q. If I have scheduled transportation and the appointment has been canceled or I have decided not to attend, what should I do?

A. To cancel a trip, notify LogistiCare immediately by calling the "Ride Assist" line at 1-866-386-8331. Press 2

Q. Who can request an attendant for a member?

A. Requests for an attendant will be accepted from a qualified assessor, such as the member's parent or guardian, case manager or social worker. At the time of the request, an Attendant Care Eligibility Assessment form must be completed and faxed to LogistiCare's UR Dept. at 866-907-1491.