

Consumer Access Committee

May 28, 2014





Non Emergency Medical Transportation

- February 2013 NEMT changed to a non-risk medical service model using just one broker instead of three
- LogistiCare Solutions, LLC. Is now the statewide broker for NEMT for members of the HUSKY Health A, C and D Programs
- During the first 14 months of the contract changes in staff have occurred with the broker. In addition, the DSS NEMT contract manager has changed.



LogistiCare Overview

LogistiCare:

- Arranges for transportation via the call center as well as internet member and facilities websites
- Assigns the appropriate type of transportation, based on information supplied by the member and providers
- Recruits and enrolls livery and wheelchair transportation providers



LogistiCare Overview

LogistiCare:

- Pre-processes livery and wheelchair trips for payment by the department's contractor, Hewlett Packard (HP)
- Supplies bus or rail tickets and tokens to members and facilities
- Provides outreach and education to transportation providers, facilities and members



NEMT Overview

Transportation services offered include:

- Bus and train tickets
- Livery (cab) or Car Service
- Wheelchair Transport Services
- Ambulance Transportation (non – emergency)
- Mileage Reimbursement

Service type is determined on the basis of the member's needs and location



LogistiCare Customers

- Members of the HUSKY Health A, C, and D Programs
- Other Administrative Service Organizations (e.g. BeneCare, Community Health Network of CT and ValueOptions) including HP
- Service providers for behavioral health, medical and dental services
- Transportation providers
- Department of Social Services



Most Frequent Medicaid Services that Members Use Transportation for:

In order of frequency

- Substance treatment services
- Behavioral health appointments
- Medical appointments
- Dental appointments
- Hospital Discharges (Emergency Department & Inpatient)

NEMT Overview

Average number of delivered daily trips for April and May 2014

	<u>Weekdays</u>	<u>Weekends</u>
Mass transit (bus and train)	8,154 (49.8%)	5,151 (54.8%)
Livery & car	6,814 (41.7%)	3,681 (39.2%)
Wheelchair	1,322 (8.1%)	500 (5.4%)
Ambulance	57 (.4%)	62 (0.66%)

Does not include mileage reimbursement

Urgent and Same Day Trips

- April and May 2014
 - Requests for same day trips averaged 155 per day
 - High of 283 trips per day
 - Higher number of requests is for weekdays over weekends
 - Requests for next day trips averaged 220 per day
 - High of 500 per day
 - Higher number of requests is for weekdays over weekends



Call Center

- April – May call center metrics
 - Weekday volume: 4,150 – 5,800 calls per day
 - Highest volume of calls is on Mondays
 - May average daily speed to answer was under 2 minutes (improvement from April)
 - Abandonment rate:
 - Average daily rate was 14% in April; in May, rates have decreased to slightly under 4%
 - Mondays tend to have higher abandonment rates



Program Evaluation

After reviewing data from the first year of operation and receiving input from members and facilities, improvement efforts began in several areas:

- Call center structure and performance
- Centralization of complaints
- Revision of member and facility outreach and education materials
- Increased monitoring, i.e. daily metrics and weekly meetings between DSS and LogistiCare



Short Term Goals

- Decrease call wait time
- Improve customer service
- Enhance call script to gather most accurate information needed to deliver the service
- Educate members and facilities about how to access services, file a complaint & cancel a trip
 - Included in call waiting message



Short Term Goals

- Assess barriers to timely service delivery
 - Evaluate reasons for “No Shows” by providers and members
 - Evaluate reasons for cancellations
- Streamline provider payment process to HP
- Review reporting metrics
- Review processes and procedures
- Develop Connecticut specific public and private websites

Identified Program Changes:

1. Revision of physician transport request (PTR) to make the definition more clear and inclusive
2. Expansion of livery services for members who are also on the CT Home Care Program for the Elderly (CHCPE)



NEMT Outcomes

- Hired an external quality review organization [EQRO] vendor (Mercer Government Human Services Consulting) to perform a thorough evaluation of the current program structure
 - Review to take place May 28-29, 2014
 - Results expected to provide additional information for ways to improve program function



Questions or comments?