



LogistiCare Solutions, LLC

Non Emergency Medical Transportation Program

Consumer Advisory Council

Wednesday, April 22, 2015

2015 NEMT PROGRAM UPDATES

January 5, 2015 new management team assigned to Connecticut

- David Buckley, General Manager
- Casey Tillman, Assistant General Manager
- Assess facilities structure and organization
- Assess staff roles and functions

2015 NEMT PROGRAM UPDATES

- Priority - to create a new work culture
- Stabilized the workforce
- Improve employee morale
- Used employee recommendations to improve programmatic functions

2015 NEMT PROGRAM UPDATES

- **New Priority**
 - Realign departments
 - New supervisory leadership
 - Improvements observed in:
 - Better streamlined processes
 - Employee proficiencies
 - Program productiveness
 - Results – improving service to members we serve

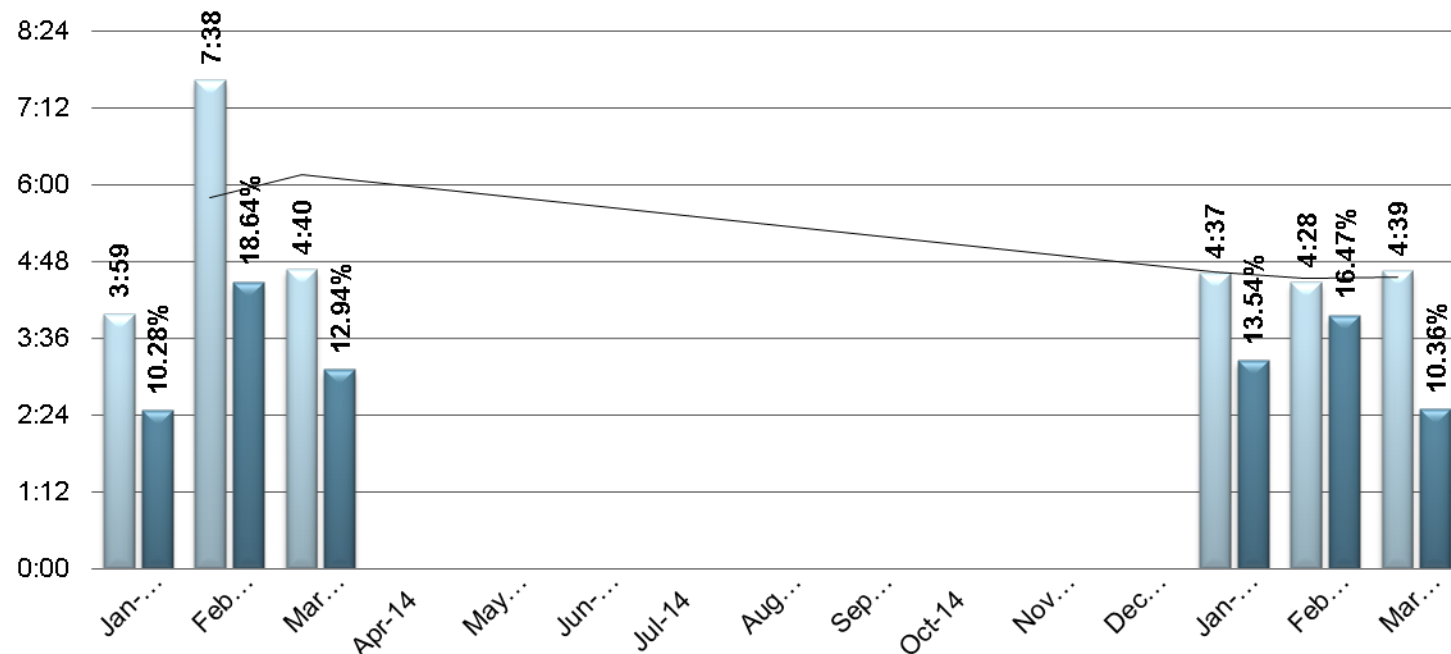
2015 NEMT PROGRAM UPDATES

- **Technological Updates**
 - Updated the customer service software to improve scheduling
 - FAX Press
 - New phone system

2015 NEMT PROGRAM UPDATES

- Call Center performance

**CT DSS (Average Speed to Answer ASA) and
Abandonment (Aban) Rate Q1 2014 and Q2 2015**



2015 NEMT PROGRAM UPDATES

- **Sought member and community input**
 - Established a NEMT Advisory Committee
 - Mission is to provide input to LogistiCare for ways to improve program performance for members
 - Meets monthly
 - Comprised of HUSKY Health members, transportation providers, medical facilities and other community organizations

2015 NEMT PROGRAM UPDATES

- **Immediate outcomes for members**
 - Line of communication opened between transportation providers and members – members can call providers directly for pick up from their appointments
 - Pilot programs at two hospitals are underway to shorten member wait times when the member is discharged

2015 NEMT PROGRAM UPDATES

- **Meeting with Transportation Providers**
 - Transitioned current billing services to a centralized processing location
 - Reinforcing the Door to Door Policy
 - Changed the reroute policy so members are not left without transportation
 - In process of updating performance standards

2015 NEMT PROGRAM UPDATES

- **Meeting with Community Providers**
 - Pilot program with Parent – Child Resource Center
 - Revised Closest Provider Certification (CPC), Physician Transportation Request (PTR) forms to make it easier for providers
 - Installed “FAX Press” to improve communications and reduce time needed to process forms

2015 NEMT PROGRAM UPDATES

- **Installed new phone system on April 17**
 - Seamless transition, no service disruption
 - Recordings are much more clear
 - Automatically transfers member to the next available operator rather than waiting for manual transfers

Information Needed to Schedule Transportation

- **Information needed when making a reservation for transportation services**
 - *2 business day notice*
 - Member name and DOB, Medicaid ID number
 - Active phone number
 - Date of Appointment
 - Addresses to pick up and destination locations
 - Reason for trip including any special need considerations

CONNECTICUT MEMBER PHONE NUMBERS

CT Member Reservations Number

888-248-9895

- ✓ This number is for the exclusive use of CT Husky members calling to request NEMT Transportation

Where's My Ride

800-592-4291

- ✓ This number is for Husky members to use to check on the status of their ride.

CONNECTICUT FACILITY PHONE NUMBERS

CT Facility Department Reservation Number

888-866-3287

- ✓ This number is for the exclusive use of CT Health Care Facility staff calling to request transportation for a CT DSS Husky A, C or D member or to request an Urgent/Same day trip request for one of your patients.

CT Facility Department Fax Number

866-529- 2138

- ✓ Connecticut Medical Practitioners, Case Managers or Social Workers FAX line.

CT Hospital Discharge Number

866-529-1946

- ✓ This number is for the exclusive use of CT Hospitals calling to request transportation for a CT DSS Husky A, C or D member.



Thank you.

Questions or comments?