



# Context for HUSKY Health Non-Emergency Medical Transportation

Coordination of Care – Quality and Access

Wednesday, January 24, 2018



In a nutshell, due to widely observed challenges related to service quality and performance for members and medical providers, and lack of effective economic levers within an ASO model, the Department engaged in an information gathering process (consumer focus groups, Request for Information) to inform development and issuance of a procurement, the time frame of which was mandated by statute, for HUSKY Health Non-Emergency Medical Transportation (NEMT) services.



Veyo, a subsidiary of Total Transit, was awarded the right to negotiate a contract with the Department . A contract was executed for a period effective January 1, 2018, through December 31, 2020. Services transitioned from Logisticare to Veyo effective January 1, 2018.



# Information Gathering



- The Department was on notice of feedback that centered on unfulfilled trips, late pick-ups, and other quality issues ongoing from the following sources:
  - Member complaints
  - Stakeholder comments through the combined MAPOC/BHPOC Consumer Access Committees
  - Medical provider comments and complaints
  - Quality Advisory Committee feedback



- The Department held four NEMT user focus groups (in New Haven, Hartford, and Willimantic) and one transportation provider focus group (in Hartford) to gain direct feedback
- Member feedback centered around late pick-ups, transportation not arriving at all, problems with the “Where’s My Ride” system, excess paperwork and lack of professionalism of livery drivers and call center staff



- Provider feedback centered around member no-show's, member/broker communication (getting the wrong information), rates and billing process



- The Department issued a Request for Information (RFI) on March 24, 2016
- All responses were compiled and reviewed and informed development of the procurement for the NEMT broker





# Department's Statement of Values and Goals



- The Department's statement values around NEMT is as follows:

*The ultimate goal of NEMT in Connecticut is person-centered, medically necessary, timely, and high quality access to medical services provided by a reliable, flexible, and innovative NEMT system. A person-centered health care delivery system only succeeds when a Medicaid member can effectively schedule and access Medicaid medical, behavioral health, and dental services. NEMT services provide a necessary bridge to ensure Medicaid members can manage their health conditions, live independently, and achieve their own health goals.*

- Department Frequently Asked Questions and Answers



- The Department's goals with transition of NEMT broker services are to:
  - implement a technology platform and model (risk model) that will augment the Department's efforts to support members' access to NEMT and Medicaid-covered health services
  - ensure high quality for members and providers
  - achieve efficiencies
  - appropriately administer utilization
  - improve capacity to collect, analyze and report patterns in service delivery



# Procurement



- Consistent with Special Act 16-8 Department issued the Request for Proposals (RFP) on November 1, 2017 – the RFP is available at this link:

<http://portal.ct.gov/DSS/Health-And-Home-Care/Non-Emergency-Medical-Transportation/Documents>

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# Department Oversight



- The Department's will oversee and hold Veyo accountable consistent with the terms of its contract with Veyo, available at this link:

<http://portal.ct.gov/dss/Health-And-Home-Care/Non-Emergency-Medical-Transportation>



- The lead contact for the Department in overseeing the NEMT contract is Rod Winstead, manager in the Division of Health Services Integrated Care Unit.
- The Department and Veyo will provide NEMT status reports to the combined MAPOC/BHPOC Consumer Access Committees ongoing
- Veyo will convene a HUSKY Health member advisory committee





# Key Contact Information and Resource Links

- To request rides for medical appointments that will take place **on or after January 1, 2018**, the new telephone number to call is: **1-855-478-7350**
- The Veyo website can be accessed at:

<https://ct.ridewithveyo.com>



- Documents including the RFP, Frequently Asked Questions and Answers, Member Notices, Member Handbook, RFI, and focus group materials are available at this link:

<http://portal.ct.gov/DSS/Health-And-Home-Care/Non-Emergency-Medical-Transportation/Documents>



# Questions?