



Behavioral Health Program Oversight Council
Wednesday, January 24th, 2023

Agenda

- MTM Updates

- New Facility Portal Intake Launch
- Member App Launch

- MTM Metrics

- Trip Volume
- Distinct Members using NEMT
- Call Volume
- Abandonment Rate
- Average Speed of Answer
- Complaints
- Substantiated Complaint Rate
- Member Satisfaction

MTM New Facility Portal Intake

- 5 Healthcare providers were chosen in December 2023 to pilot the new facility portal intake system for MTM.
- Based on the feedback received, we have decided to roll out the new facility portal using a phased approach to all healthcare providers, starting with dialysis, and moving onto drug rehabilitation and behavioral health, and Skilled Nursing Facilities.
- Healthcare providers can now track drivers in real-time, add specific notes related to the member's care, add level of assistance required, and set up members for mileage reimbursement if needed.



Login to your account

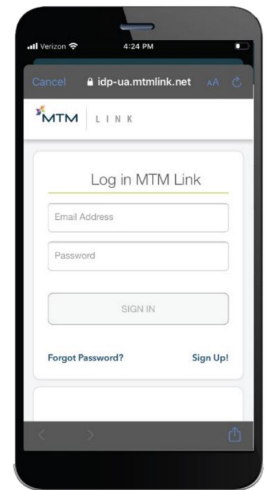
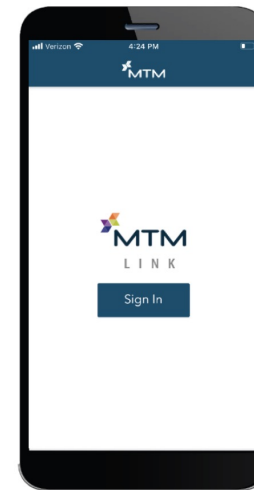
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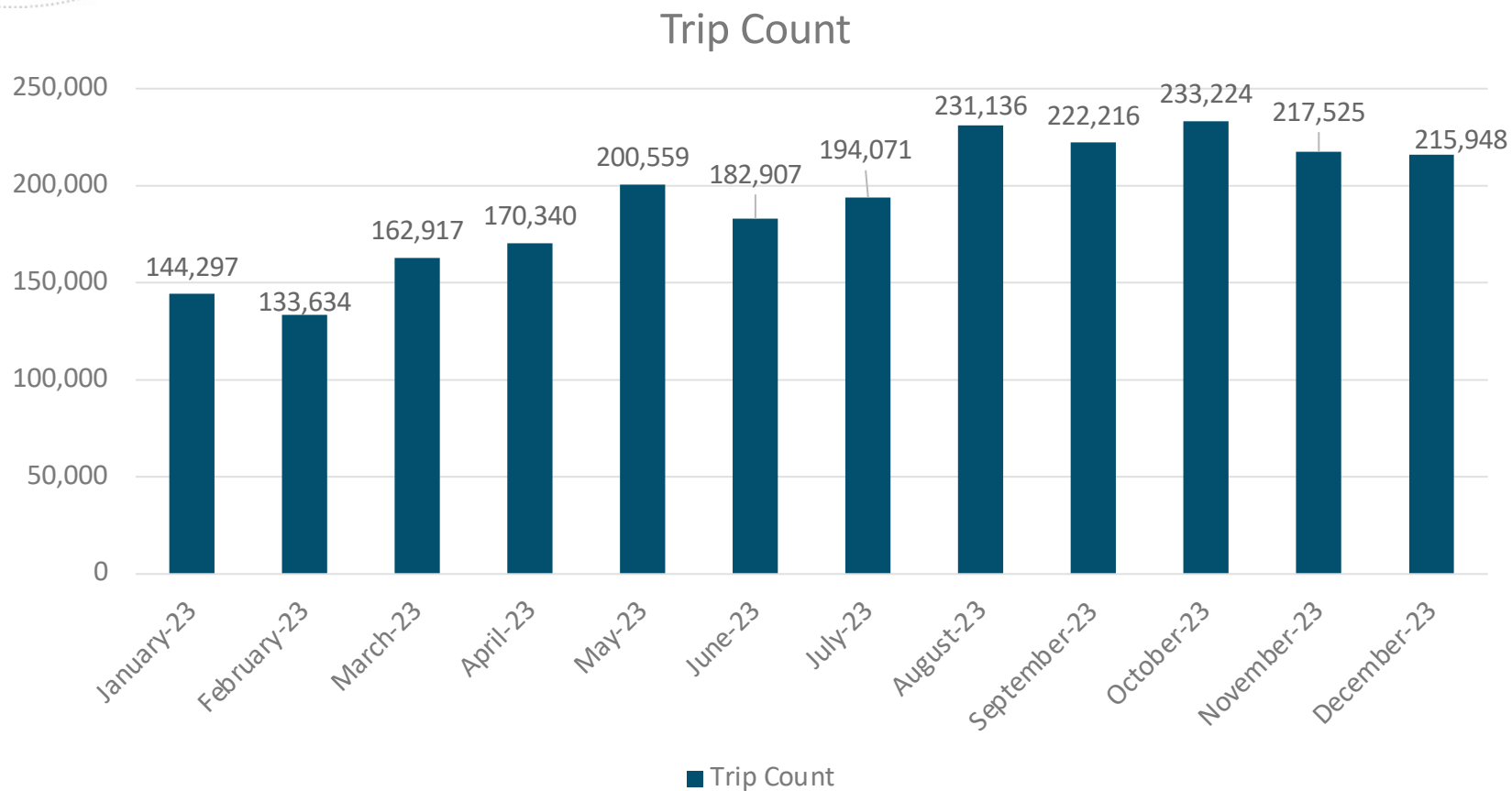
Sign In

MTM Member App

- MTM Member App now allows member to schedule trips through the app.
- Members are also able to submit mileage reimbursement claims via the app.
- Members are now provided live tracking locations for any drivers that are using the MTM driver APP or using a software integrated with MTM.
- App can be downloaded on the Google Play Store or Apple Store.
- Members also have access to the MTM Web Portal to manage their trips.

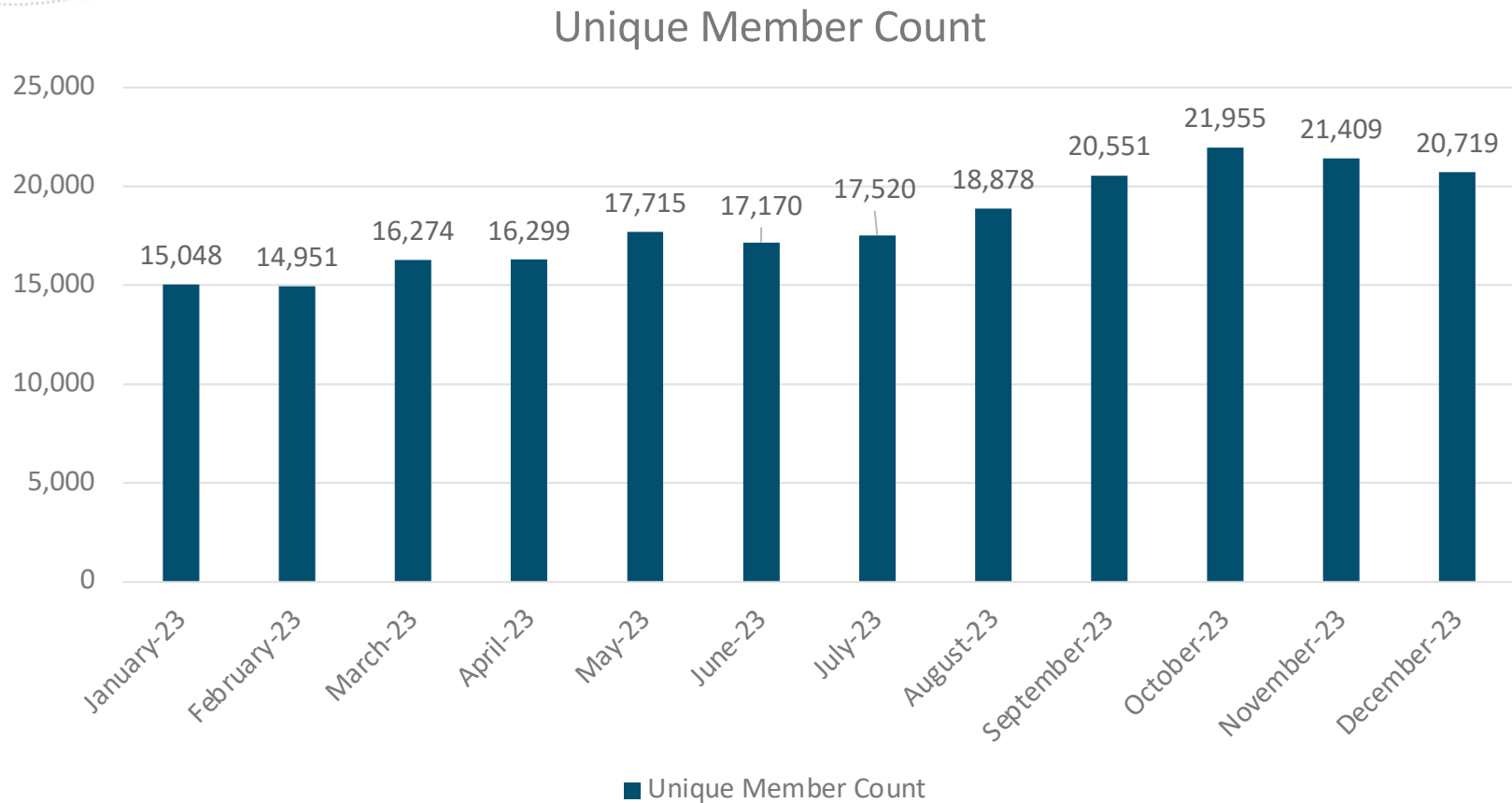


Trip Volume



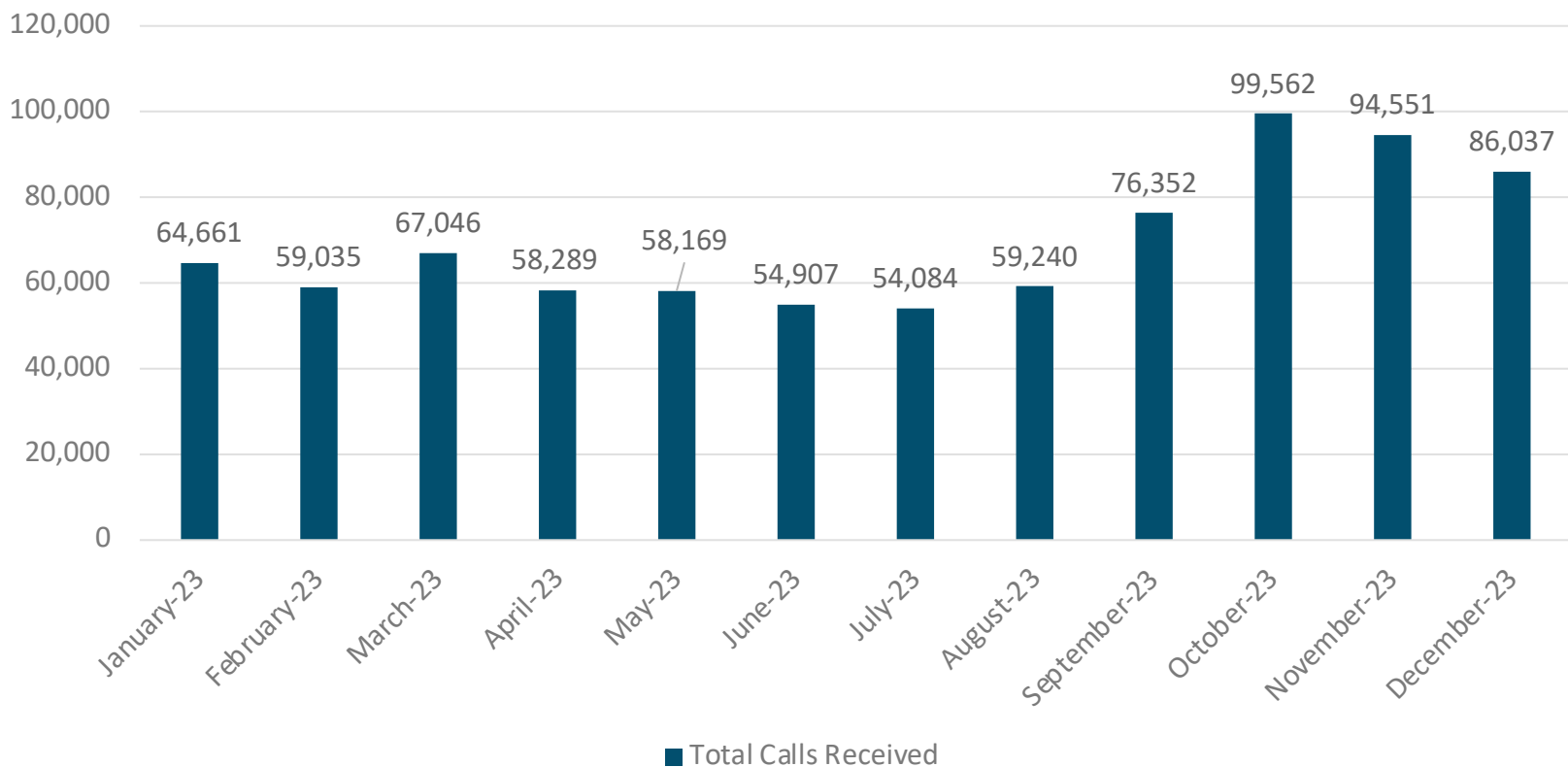
* claims can be submitted up to 90 days after appointment date

Distinct Members using NEMT

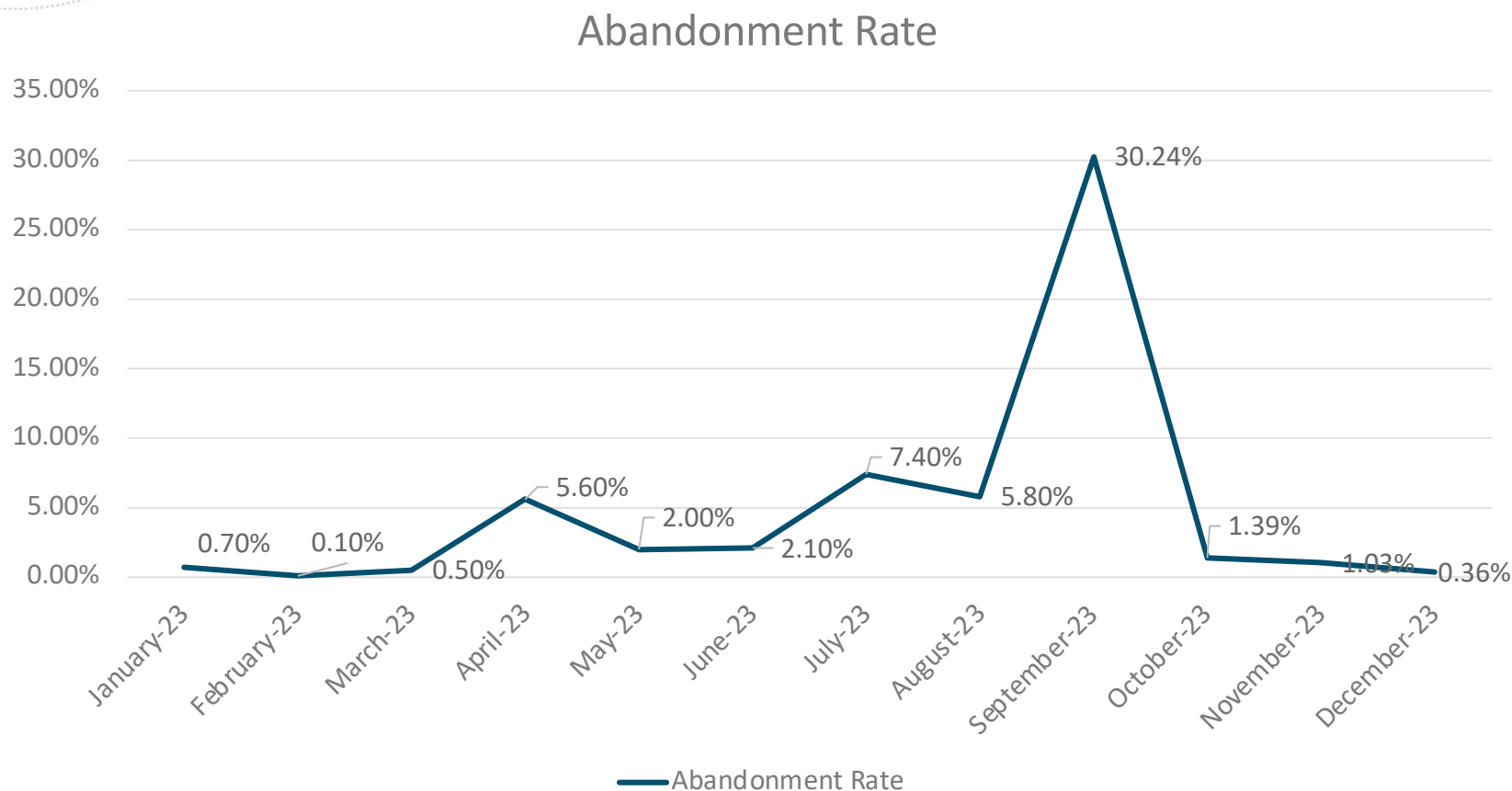


Call Volume

Total Calls Received

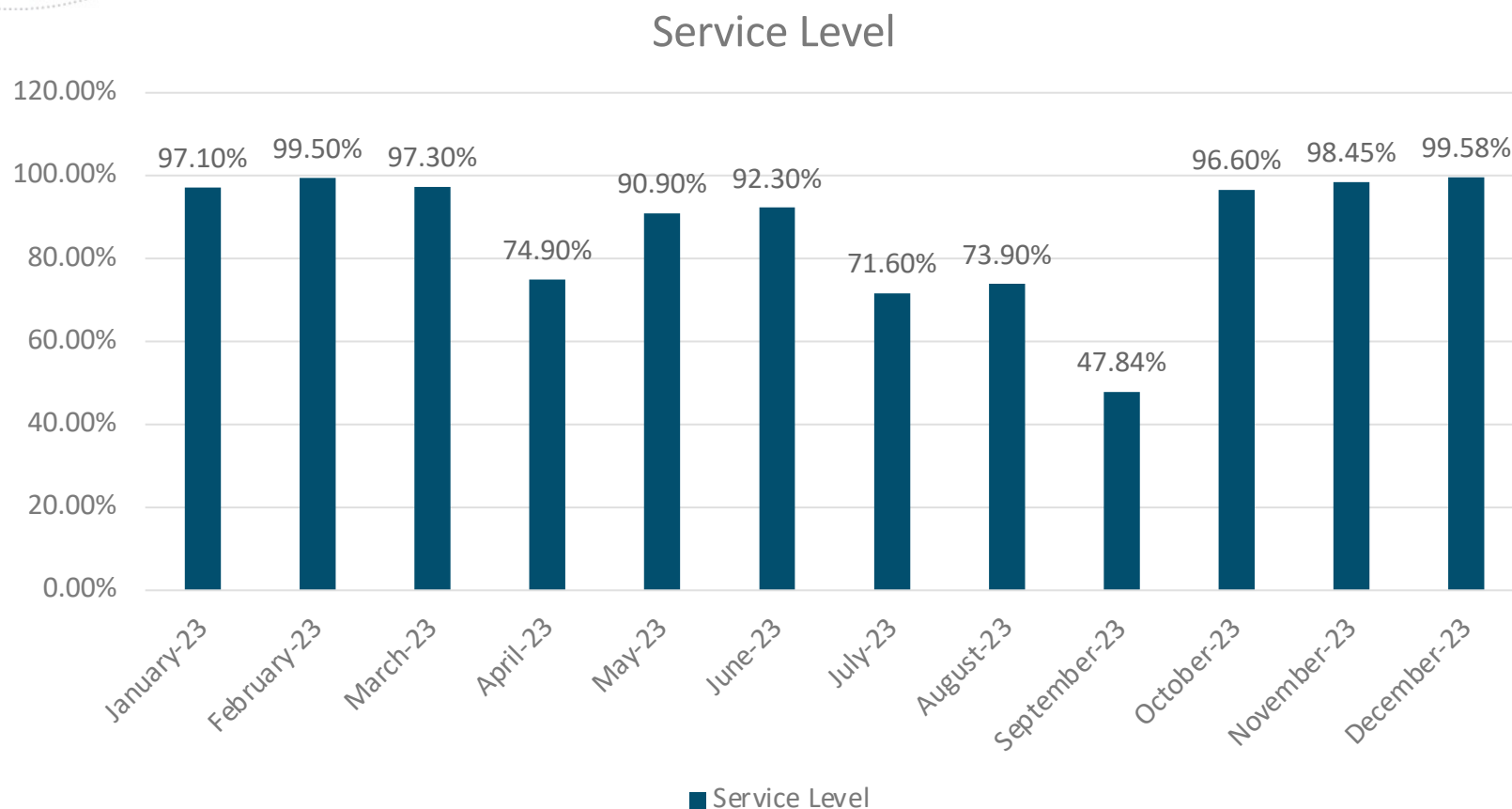


Abandonment Rate



Abandonment Rate KPI: 5%

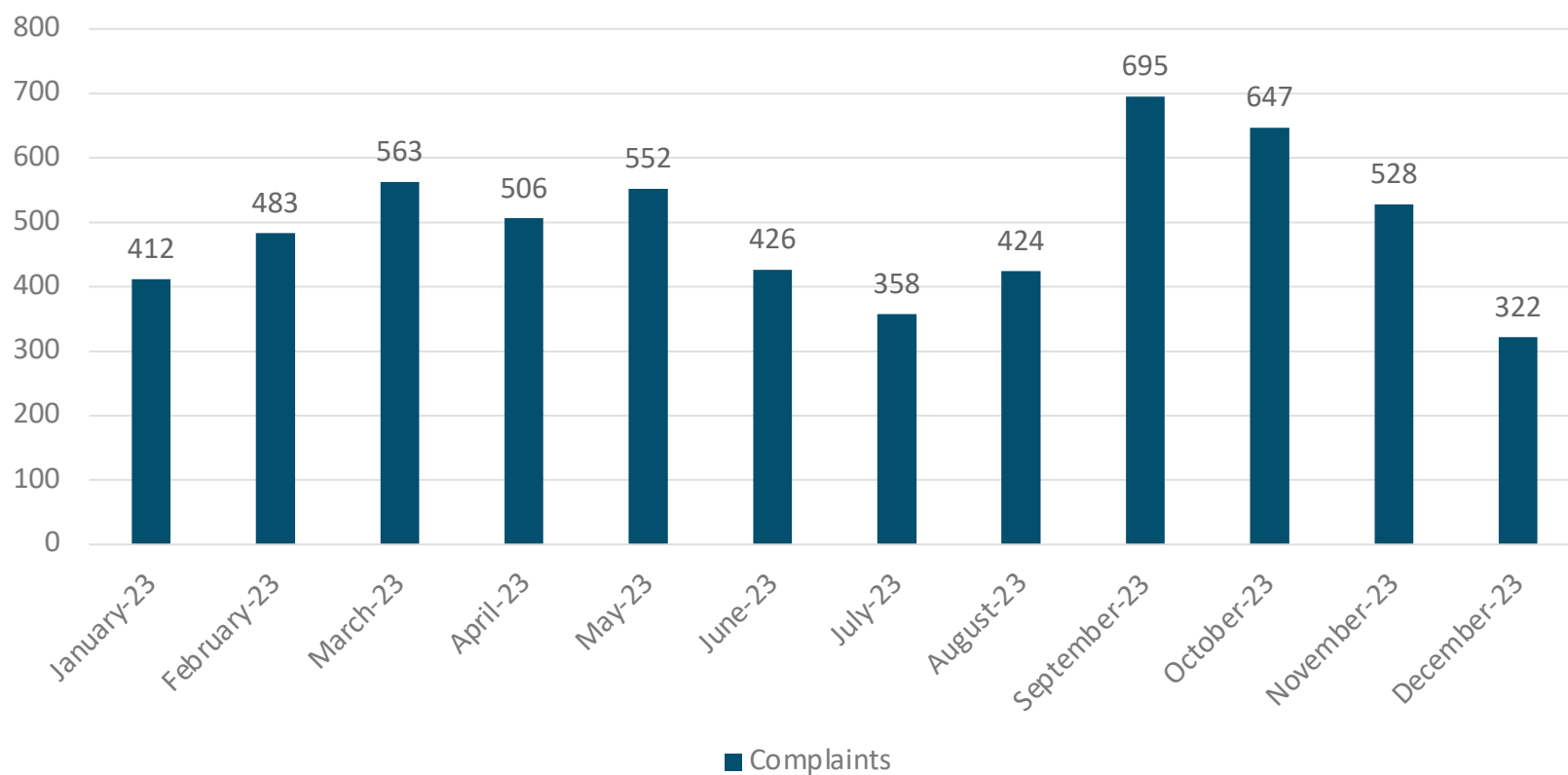
Average Speed of Answer



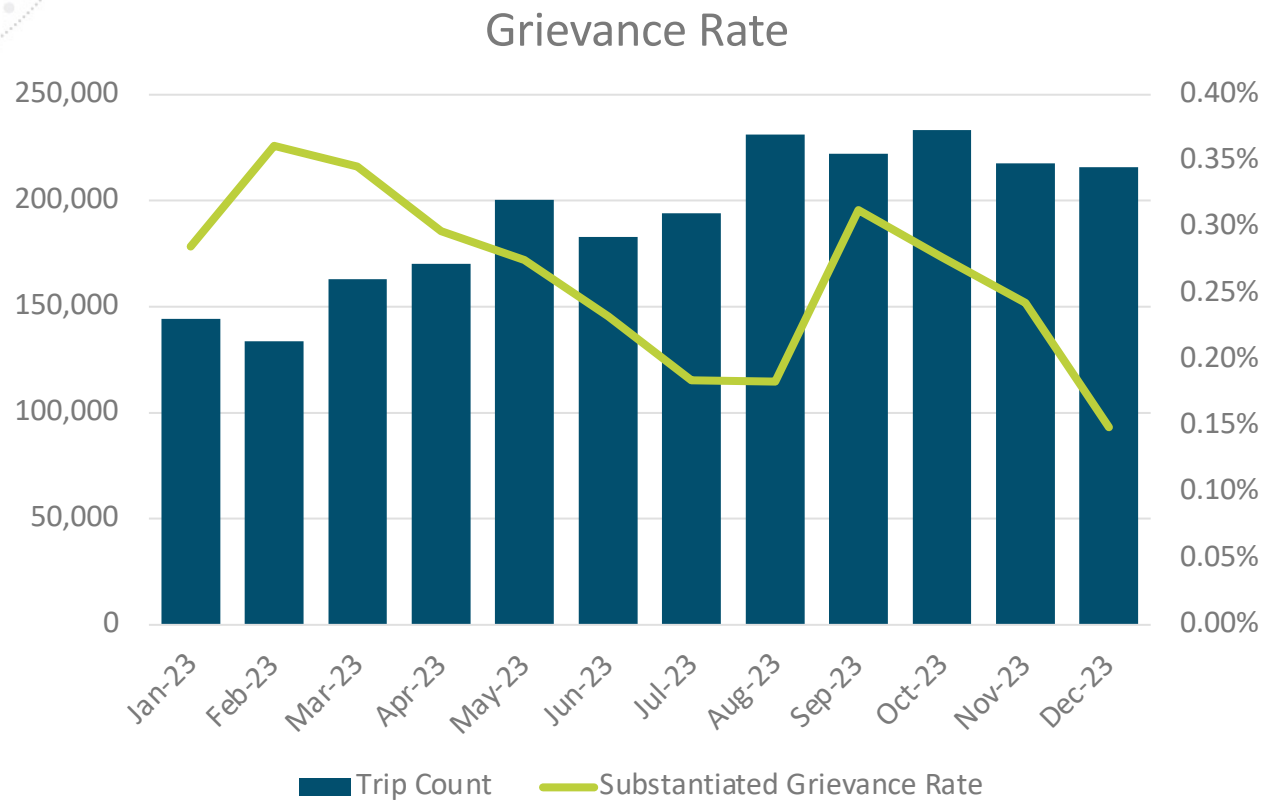
Service Level KPI: 80% of all calls must be answered within 3 minutes.

Complaints

Complaints



Substantiated Grievance Rate



Member Satisfaction



KPI: 95% Satisfaction Rate from the Post Call Automated Customer Satisfaction Survey



Thank you!