



Behavioral Health Partnership Oversite Council June 11, 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.



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



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



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)

Scheduling Statistics

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

Website Scheduling Statistics

	Grand Total Number of Trips Scheduled	Total Facility Website Schedule d	Percentage of Facility Website (Total Scheduled)	TOTAL Member Website Schedule d	Percentage of Member Website (Total Scheduled)
STATE – CT May 2014 Total	425,709	2,116	0.497%	474	0.001%
Avg. Daily Volume	19,350	96	0.005%	22	0.001%



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 took place May 28-29, 2014
 - Results expected to provide additional information for ways to improve program function



Questions or comments?