



LogistiCare Solutions, LLC

Non Emergency Medical Transportation Program

June 11, 2014

LogistiCare empowers passionate people to provide quality access to human and healthcare services through technology, innovation and community partnerships while meeting commitments to our stakeholders.

DISCLAIMER

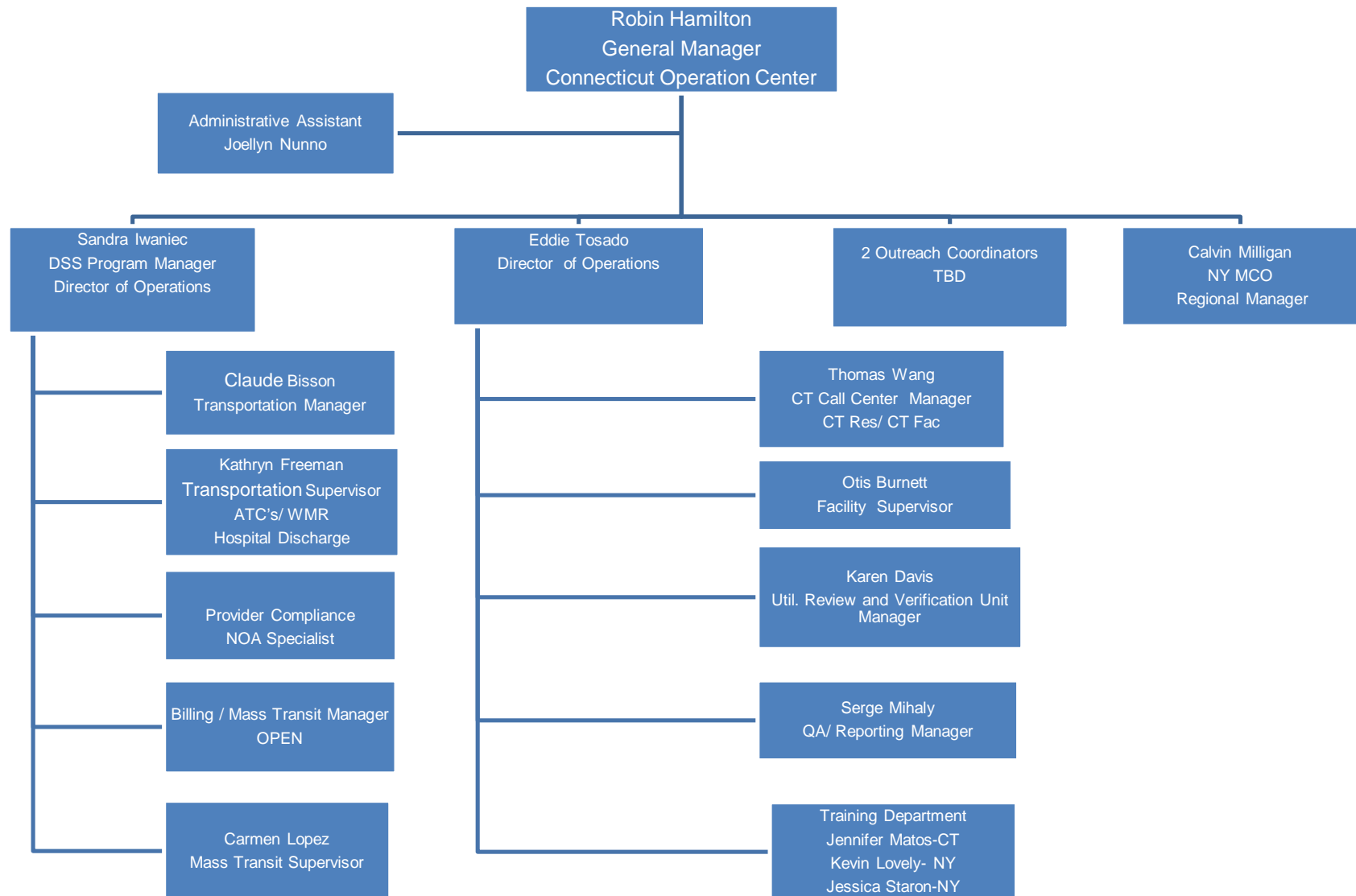
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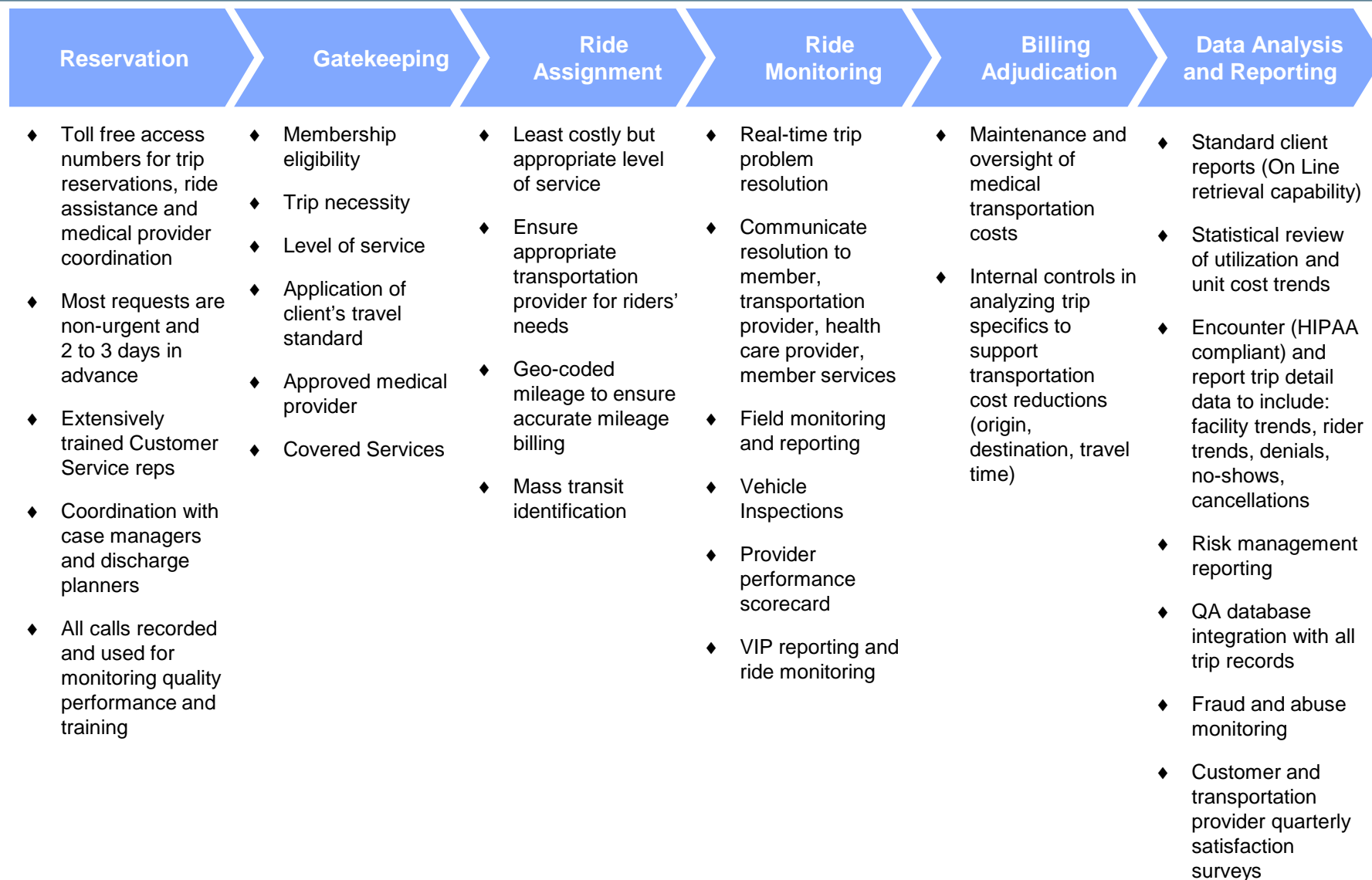
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The Brokerage Model

Key elements of the model:

- ✓ Gate keeping for eligibility and need
- ✓ Rightsizing of transportation levels
- ✓ Credentialed transportation network
- ✓ Improved service and utilization for recipients
- ✓ Dramatically reduced fraud and abuse

Service Delivery Process Overview



Service Delivery Operational Support

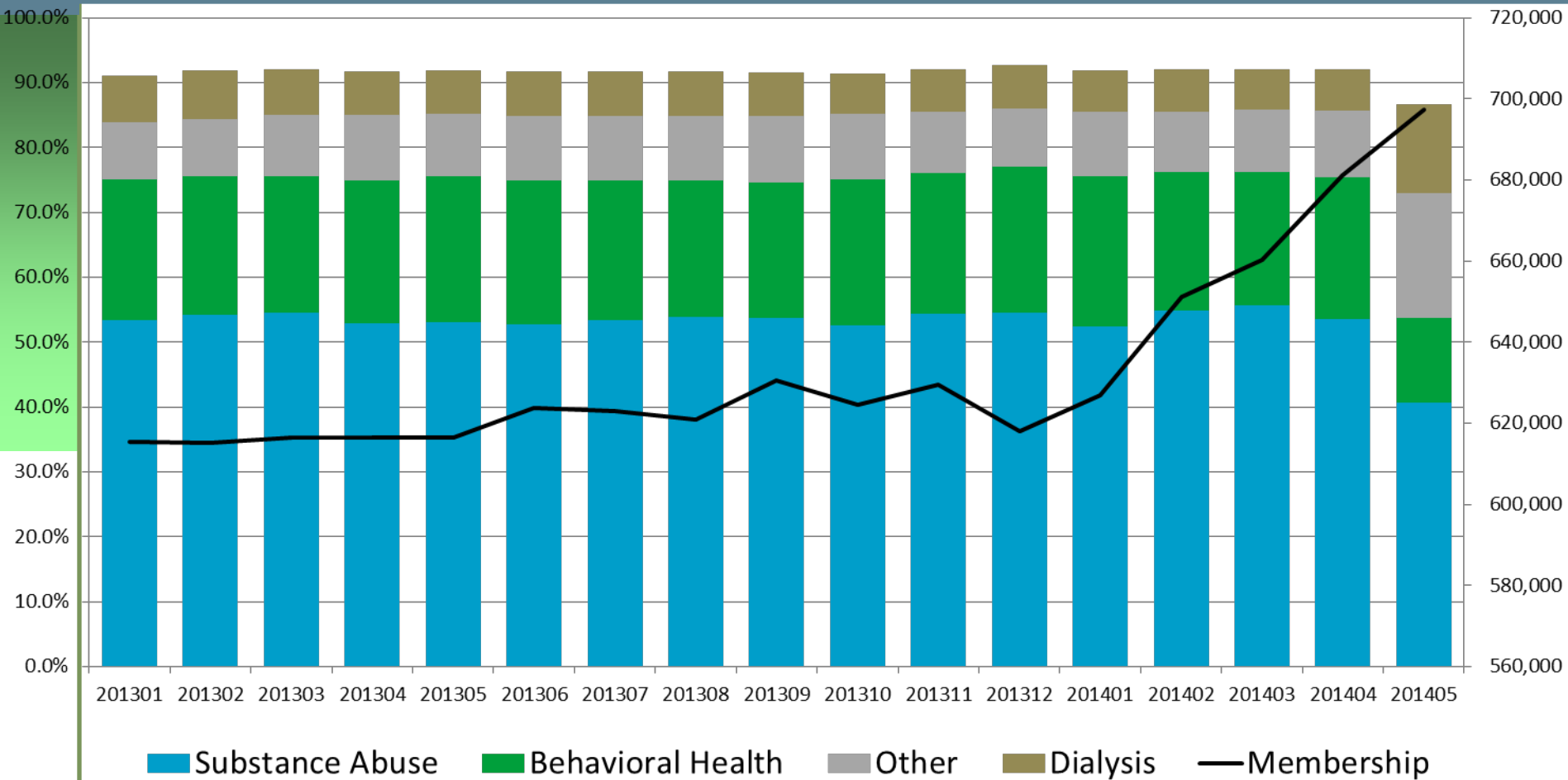
Provider Relations	IT	Utilization Review	Quality Management/ Compliance	Case Management	Client Relations
<ul style="list-style-type: none"> ◆ Network Development ◆ Dedicated Corp Network Development Dept. ◆ Capacity Studies ◆ Augment Network capacity through national relationships ◆ Monitor Provider Performance ◆ Credentialing and Monitoring ◆ Insurance Requirements ◆ Driver and Vehicle Requirements 	<ul style="list-style-type: none"> ◆ Proprietary Technology Platform ◆ Distributed Network Operation Centers ◆ Clustered servers for key applications ◆ Multiple Data Lines ◆ Redundant tape backup systems ◆ Avaya phone system 	<ul style="list-style-type: none"> ◆ Trip Limitation Monitoring ◆ Ineligible Rider Reports ◆ Unduplicated Rider trend by facility type ◆ Standing Order trending by facility/medical/ treatment type ◆ Covered and non covered services 	<ul style="list-style-type: none"> ◆ Complaint Management Policy and Procedures ◆ Monitored & digitally recorded ◆ QA database integrated with all trip records ◆ Inquiry investigation and resolution ◆ URAC Core Accredited 	<ul style="list-style-type: none"> ◆ Health Care facility outreach ◆ Facility Website ◆ Dedicated social service facility reps for client case managers and discharge facility planners through a dedicated facility line ◆ Standing Order coordination ◆ Standing Order recertification process ◆ Monthly attendance report 	<ul style="list-style-type: none"> ◆ Implementation Guide and Transition Plan ◆ Weekly client Implementation Meetings ◆ Statement of Work review ◆ Weekly/Monthly/Quarterly client meetings with GM after program "Go Live" ◆ Management Quality Reports



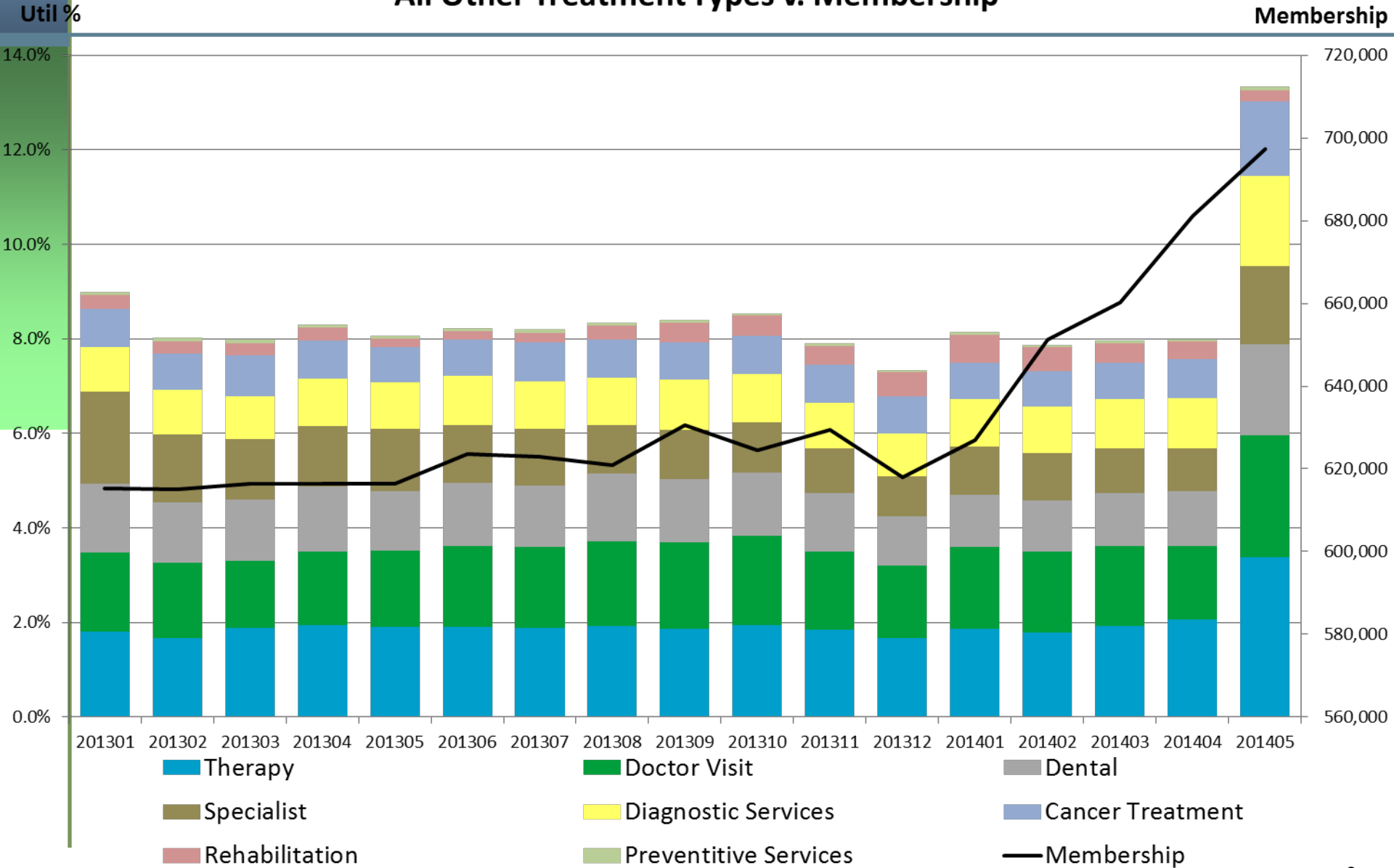
Util %

Top 4 Treatment Types v. Membership

Membership



All Other Treatment Types v. Membership



Network Development

Provider Recruitment – Phase 1

- Capacity Study of market/plan
- Broad range of providers encouraged to participate
- Available data sources reviewed to identify potential providers including
 - commercial providers
 - governmental agencies
 - urban and rural transit agencies
 - non-profit transportation providers

Site Visits, Orientation and Contracting – Phase 2

- Inspectors visit potential providers to conduct on-site reviews of records, vehicles, and operating procedures
- Potential providers required to produce all vehicles for preliminary examination
- Potential providers required to provide following documents:
 - operational manuals, certificates of insurance, drivers' criminal background checks, maintenance schedules, drivers' licenses, and other mandatory licenses and permits

Training, Credentialing, and Vehicle Inspection – Phase 3

- Individual driver training sessions scheduled
- Group trainings focused on the invoicing process provided
- Inspection Performed
 - Provider Credentialing
 - Driver Credentialing

Fraud and Abuse Monitoring

- ✓ Providers/Drivers
 - ✓ Require all contracted transportation provider drivers be screened for OIG exclusions
 - ✓ Drivers found on OIG exclusion list immediately restricted from LogistiCare-referred trips
 - ✓ Review standing orders and standing-order attendance with major healthcare facilities

HIPAA Compliance Transportation Providers

- ✓ PHI not provided to subcontractors or agents unless Business Associate Agreement (BAA) in place
 - ✓ BAA requires transportation provider to comply with all applicable HIPAA and HITECH Act requirements
- ✓ Providers required by contract to ensure drivers, escorts, and attendants interact with passengers in a professional and appropriate manner
 - ✓ Includes, at a minimum, protecting passenger confidentiality
- ✓ Providers required to inform LogistiCare of any HIPAA violations or breaches immediately, as required by HIPAA and HITECH Acts



Performance Improvements

Task	Required Timeframe
98% of calls will be answered	Within 4 rings
Wait time in queue	Shall not exceed five (5) minutes
Abandonment rate	Shall not exceed 5% of total calls

The Call Center continues to improve. The Average to Speed to Answer shows improvement of 2 min. and 17 seconds in comparison to our last report of 4 min and 40 seconds in March with an Abandonment rate slightly above the 5 % goal. We are also looking at staffing levels to support process improvements

Performance Improvements

Task	Required Timeframe
Scheduled Trips: Pickup Members on time	Within 15 minutes before or after the scheduled pickup time
Will Calls: Pickup Members after appointments	Within 60 minutes of notification
Hospital Discharges: Pickup	Within 3 hours of request

Month/Year	On Time Performance (A Leg D/O) Goal 95%	On Time Performance (B Leg P/U) Goal 90 %	Provider Re Routes Goal 2 %
February 2014	90%	88%	18%
March 2014	93%	91%	11%
April 2014	94%	92%	9%



Performance Improvements

- ✓ Monthly Review of Transportation Provider Performance
- ✓ Individual Provider Meetings and Performance Improvement Plans
- ✓ Reduction in Trip Volume, as appropriate
- ✓ Assessment of Network Capacity
- ✓ Expansion of Transportation Provider Hours, Service Area, Levels of Service, Vehicle Capacity
- ✓ Monthly Transportation Provider meetings with DSS, Hospital and Nursing Home Associations
- ✓ Quarterly Transportation Provider Meetings
- ✓ In Service Field Monitoring
- ✓ "Train the Trainer" Safe Driver Program

Performance Improvements

Q1 2014 Grievances		Q2 2014 Grievances to Date	
Total number of Trips Performed	1,056,701	Total number of Trips Performed (April 1 st thru June 9th)	878,917
Total Grievances Received	942	Total Grievances Received	734
Total Valid Grievances Received	472	Total Valid Grievances Received	347
Complaint Free Trips Performed	99.96%	Complaint Free Trips Performed	99.96%

Additional Improvements

- ✓ DSS, LGTC and CHA Collaboration for Statewide meeting
- ✓ Outreach to Hospitals for performance check and feedback regarding service
- ✓ Revising Member and Facility Brochures
- ✓ Revised Call Center Script, Program Protocol and Covered Services
- ✓ Retraining of all Logisticare staff to review revised program information
- ✓ Member Satisfaction Survey

Member Satisfaction Results		
	Apr-14	May-14
Husky A & C	97%	95%
Husky D	95%	96%



CONNECTICUT MEMBER AND FACILITY PHONE NUMBERS

CT Member Reservations Number 888-248-9895

- ✓ This number is for the exclusive use of CT Husky A, C and D Medicaid members calling to request NEMT Transportation

CT Facility Department Reservation Number 888-866-3287

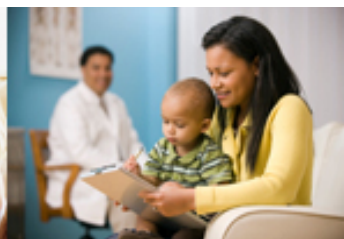
- ✓ This number is for the exclusive use of CT Health Care Facility staff calling to request transportation for a CT DSS Husky A, C or D members
- ✓ Call to speak to one of our Facility Department Specialists about a standing order or to request an Urgent/Same day trip request for one of your patients.

CT Facility Department Fax Number 866-529- 2138

- ✓ Connecticut Medical Practitioners, Case Managers or Social Workers fax Standing Order Request forms and the Medical Transportation Patient Transportation Restriction Form, and the Closest Treating Provider Form to this number.

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 members.



LogistiCare®

**Member and Facility Services
Website Introduction**



SECURED WEBSITE

The LogistiCare Member and Facility Services Website meets all requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regarding Protected Health Information (PHI) to ensure the privacy and security of your data.



MEMBER WEBSITE SERVICES

The LogistiCare Member Services Website (MSW) supports transportation requests by clients. The goal of this site is to provide a system to request and manage trip requests online —without the need to contact the call center.


There are specific steps that **MUST** be taken when using LogistiCare's Member Services websites

Member:

- 1.The member is required to make at least one reservation through a CSR.
- 2.And completes a one-time registration process.

FACILITY WEBSITE SERVICES

The LogistiCare Facility Services Website (FSW) supports transportation requests by healthcare facilities on behalf of their clients. The goal of this site is to provide a system to request and manage trip requests online — without the need to contact the call center.



[HOME](#) [NEW RESERVATION](#) [NEW STANDING ORDER](#) [MY REQUESTS](#) [MY REPORTS](#) [MY PROFILE](#) [ADMIN](#) [HELP](#) [LOGOUT](#)

LogistiCare Facility Services - Home


Logged in as Amanda Bourner

Dashboard


The table below summarizes the number of trip requests with upcoming dates of service by status:

Date of Service	Pending	Rejected	Approved	Denied
2/5/2011	1	0	0	0
2/7/2011	0	0	4	0
2/8/2011	0	0	1	0
2/14/2011	2	2	4	0
2/16/2011	0	0	1	0
2/18/2011	1	0	0	0
2/21/2011	0	0	1	0
2/25/2011	0	0	1	0
2/28/2011	1	0	0	0
3/1/2011	1	1	1	0

1 2



We never lose focus on the human needs of our clients and the practical day-to-day challenges faced by their healthcare providers.


ACCREDITED
CORE

Disclosure of Liability

LogistiCare Solutions, LLC provides access to the data and information contained on this Web site as a service to our clients. While the data and information contained on this Web site are based upon actual trip data for each client, due to continuous updates to the data files, we make no warranty or guarantee concerning the accuracy or reliability of the content of the data or reports produced from this Web site.

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BENEFITS

The Member and Facility Services Websites:

- ✓ Offers 24/7 access, enter a trip request anytime, from anywhere
- ✓ Provides trip accuracy
- ✓ Allows you to check the status of a trip request, as well as the ability to modify trip requests
- ✓ Eliminates the necessity to place request by phone
- ✓ Eliminates the need to fax “on demand trip requests” and or standing order requests

LogistiCare Contact Information

1-866-684-0409

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Karen Davis RN, UR Manager Ext. 2006