



Original Contract Number	17DSS1203HC	999-3HC-MED-01
Maximum Contract Value	Total Potential Maximum Value \$25,947,597 (Maximum administrative \$21,202,484; Potential Maximum 3% Loss Protection \$4,745,114) plus PMPM budget provisions found in Section XVI	
Contractor Contact Person	Josh Komenda	(858) 395-9394
DSS Contact - Contract	Vidya Ganesan	(860) 424-5234
DSS Contact - Program	Roderick Winstead	(860) 424-5922

**PURCHASE OF SERVICE CONTRACT**  
 ("POS", "Contract" and/or "contract")  
 Revised October 2011

The State of Connecticut      DEPARTMENT OF SOCIAL SERVICES

Street: 55 FARMINGTON AVENUE

City: HARTFORD      State: CT      Zip: 06105

Tel#: (800) 842-1508      ("Agency" and/or "Department"), hereby enters into a Contract with:

Contractor's Name: Total Transit, Inc.

Street: 4600 W Camelback Road

City: Glendale      State: AZ      Zip: 85301

Tel#: (602) 200-5500      FEIN/SS#:      DUNS: 182594960

("Contractor"), for the provision of services outlined in Part I and for the compliance with Part II. The Agency and the Contractor shall collectively be referred to as "Parties". The Contractor shall comply with the terms and conditions set forth in this Contract as follows:

<b>Contract Term</b>	This Contract is in effect from 01/01/2018 through 12/31/2020. In order to facilitate and ensure a smooth transition period from the existing NEMT broker to the Contractor, a start-up Contract and Business Associate Agreement, #17DSS1213HC, was executed by the parties and approved by the CT Office of the Attorney General on October 2, 2017. The Department shall pay for the start-up activities as outlined in that Agreement, #17DSS1213HC. The start-up contract information is included within this Agreement for reference purposes only.
<b>Statutory Authority</b>	The Agency is authorized to enter into this Contract pursuant to § 4-8 and 17b-3 of the Connecticut General Statutes ("C.G.S.").
<b>Set-Aside Status</b>	Contractor <input type="checkbox"/> IS or <input checked="" type="checkbox"/> IS NOT a set aside Contractor pursuant to C.G.S. § 4a-60g.
<b>Effective Date</b>	This Contract shall become effective only as of the date of signature by the Agency's authorized official(s) and, where applicable, the date of approval by the Office of the Attorney General ("OAG"). Upon such execution, this Contract shall be deemed effective for the entire term specified above.
<b>Contract Amendment</b>	Part I of this Contract may be amended only by means of a written instrument signed by the Agency, the Contractor, and, if required, the OAG. Part II of this Contract may be amended only in consultation with, and with the approval of, the OAG and the State of Connecticut, Office of Policy and Management ("OPM").

All notices, demands, requests, consents, approvals or other communications required or permitted to be given or which are given with respect to this Contract (collectively called "Notices") shall be deemed to have been effected at such time as the Notice is hand-delivered, placed in the U.S. mail, first class and postage prepaid, return receipt requested, or placed with a recognized, overnight express delivery service that provides for a return receipt. All such Notices shall be in writing and shall be addressed as follows:

If to the Agency:	STATE OF CONNECTICUT DEPARTMENT OF SOCIAL SERVICES 55 FARMINGTON AVENUE HARTFORD, CT 06105  Attention: Ann Simeone	If to the Contractor:	Total Transit, Inc. 4600 W Camelback Road, Glendale, AZ 85301  Attention: Lawrence Eisel
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A party may modify the addressee or address for Notices by providing fourteen (14) days' prior written Notice to the other party. No formal amendment is required.

NON-EMERGENCY MEDICAL TRANSPORTATION  
STATEMENT OF WORK  
Section X  
Monitoring Reports

1. The Contractor shall establish and maintain a database capable of providing utilization data to the Department. The Contractor will provide reports to the Department using a variety of formats. Monthly performance reports to the Department will include on time performance for pick-ups, call center performance and customer satisfaction ratings. The Department staff will be provided Customer Portals, and applicable training, to monitor and view the Contractor's performance, and to create customized reports. The Contractor will also work with the Department's staff to establish ad-hoc reports when needed.
2. The Contractor shall submit a monthly monitoring reports to the Department by the twentieth (20th) calendar day of the month following the month of service unless otherwise approved by the Department's Transportation Program Manager. The Contractor shall submit such reports in the Contractor's standard format and medium as agreed to by the Department. Every effort will be made to define a full suite of standard reports in order to minimize the need for ad hoc reporting.
3. **MEMBER SERVICES CENTER REPORT**  
The Contractor shall submit a member services center report that identifies the telephone data for the normal business hours. Additional after hours reporting may also be requested.
  - A. Monthly number of phone calls abandoned, listed by:
    - 1) Total Calls Offered
    - 2) Total Calls Abandoned
    - 3) Average time to abandon
  - B. Monthly results for Average Speed Answer in minutes, seconds;
  - C. Total number of calls handled (answered by an agent);
  - D. Average Handle Time;
  - E. Average hold time;
  - F. Average after-call work time;
  - G. Average number of daily phone calls offered;
  - H. The amount of telephone system inoperable time, in excess of one (1) hour, per incident.
4. **TRANSPORTATION DATA REPORT.**  
The Contractor shall submit transportation data that identifies:
  - A. The unduplicated number of members served;
  - B. The number of trips provided by mode;
  - C. The percentage of trip verifications;

- D. Provide summary information detailing any improprieties that were discovered, and the efforts taken to correct them;
  - E. Number of trips denied by reason denied;
  - F. Number of trips scheduled;
  - G. Number of trips canceled or rescheduled with at least 24 hours' notice;
  - H. Number of member no-shows (i.e. cancelled at the door; the transportation provider attempted pickup);
  - I. The list of the "most costly" Members, (number to be determined by the Department);
  - J. The number of trips completed, no show, and late by each transportation subcontractor.
5. **COMPLAINT REPORT.**  
The Contractor shall submit complaint data that identifies;
- A. The number and percentage of complaints compared to total number of trips provided;
  - B. The number of complaints by provider;
  - C. The number of complaints by category, as approved by the Department and including the aggregate number of complaints;
  - D. Complaint resolution;
  - E. Average length of time to resolve a complaint;
  - F. Additional information, including but not limited to specific complaints, as determined by the Department.
6. **NOTICE OF ACTION REPORT**  
The Contractor shall submit notice of action data that identifies:
- A. The number of notices;
  - B. The reason for the notice;
  - C. The number of appeals and hearings;
  - D. Appeal and hearing outcomes.
7. **QUALITY ASSURANCE REPORT**  
The Contractor shall submit a Quality Assurance Report that summarizes information collected from the Quality Assurance plan and describes how the information shall be used to improve services.

**8. TRANSPORTATION PROVIDER SUBCONTRACTOR REPORT**

- A. The Contractor shall submit a Subcontractor Monitoring Report that provides information collected from the Contractor's monitoring of their transportation providers as outlined in Section VII of this SOW, Subcontracts with Transportation Service Providers.
- B. The Contractor shall submit a Subcontractor summary report to be delivered semi-annually by the agreed upon dates. The report shall include at a minimum:
  - 1) For livery, taxi, van, wheelchair livery, invalid coach or similar provider - provider name and number, each vehicle's make/model/VIN and plate, vehicle used for each level of services contracted to provide;
  - 2) For Companion mileage - The Companion's employer and ID, number of staff providing transportation, plate number.

**9. CLAIMS AGING REPORT**

The claims payment and aging report shall include the claim status for all claims as of the end of the quarter.

**10. OTHER REPORTING REQUIREMENTS**

The Contractor shall deliver to the Department any records within five (5) business days if requested by the Department in writing. If the Department requests that such records be submitted in a specific format, the delivery date to the Department will be negotiated.

- 11. The Contractor shall develop reports that reflect the utilization of any online, app or other trip request methods beyond telephone requests. Data shall include number of trips requested and number of unique users for each different method in use.
- 12. Customer satisfaction as measured by a customer app and a Member satisfaction survey.
- 13. And other reports necessary for NEMT program monitoring.

## NON-EMERGENCY MEDICAL TRANSPORTATION

### STATEMENT OF WORK

#### Section XI

#### Data Tracking and Utilization System Tool

1. The Contractor shall establish and maintain a database capable of providing utilization data to the Department as required in Section X of this SOW, Monitoring Reports. The system must be capable of maintaining multiple addresses and phone numbers and keeping a history of addresses and phone numbers for members.
2. The Contractor shall provide the Department with an electronic record for trip authorized under this contract. The file format and additional detail shall be mutually agreed upon by the Contractor and the Department. Files shall be delivered to the Department by the 20<sup>th</sup> day of the month after payment for services. File shall include, but may not be limited to the following:
  - Contractor name/ID
  - Member Medicaid ID
  - Member name
  - Member Date of Birth
  - Member eligibility code
  - Member mobility status
  - Aid/escort/infant with member
  - Individual or shared ride
  - Date of trip
  - Address of trip origin
  - Type of origin location
  - Times including actual pick up time and scheduled pick up time
  - Address of destination
  - Type of destination
  - Mileage
  - Level of service
  - Transportation provider name/ID
  - Trip ID
  - Medical service associated with trip
  - Medical provider name
  - Medical provider type/specialty of service
  - Cost/payment
3. **BATCH AUTHORIZATION FILES FOR NON-EMERGENCY AMBULANCE TRIPS**
  - A. The Contractor shall provide to the Department's MMIS contractor a daily Prior Authorization (PA) Transaction batch file of all authorized non-emergency ambulance services and authorization updates indicating member ID, provider ID, procedure/revenue code, units, span dates, and any other information specified by the Department's MMIS contractor. The batch file layout shall be in a custom format specified by the Department's MMIS contractor.
  - B. The Department shall require that its MMIS contractor provide a Daily Error file to the Contractor in response to each PA Transaction file that is received from the Contractor. The Daily Error file shall be sent to the Contractor on the same day that the corresponding PA Transaction file is received.

- C. The PA Transaction file from the Contractor and the Daily Error file to the Contractor from the Department's MMIS contractor shall be transferred electronically via File Transfer Protocol (FTP) or other mutually agreeable and secure means of transmission.
- D. The Department shall produce a "units used" file at after each financial cycle, typically on a bi-monthly basis. The Contractor shall receive and upload the units used file thus retaining a complete record in its care management system of units used against total units authorized.
- E. The Department shall grant Contractor on-line access to interChange to look up authorizations resident in the interChange (iC) system, whether authorized by the Contractor, the Department or a previous contractor.

4. **CMAP PROVIDER FILE**

The Department shall provide the Contractor with provider network data so that they may build and maintain a provider file.

5. **ENCOUNTER DATA**

Encounter data will be required from the Contractor for the Department's Data Warehouse (DW). The DW is the central repository for CMAP data. The DW accepts extracts from different source systems and organizes all Medical data for the purpose of reporting and analysis. The DW is an Oracle database and can accept data in multiple formats. Files may be loaded as often as twice a month. The frequency, format, file layout, and data values shall be agreed upon by the Contractor and the Department.