Medical Transportation Management (MTM)

West Virginia BMS 2017

Overview

- Introductions and Welcome
- Introducing MTM
- Reservation Information
- Expectations
- Quality Assurance
- SMP

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Introductions

- **James Stafford**

- Assistant Program Director

- **Erica Byrd**

- Customer Service Center Manager

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Welcome

- MTM is the Non-Emergency Medical Transportation (NEMT) Manager for West Virginia BMS
- MTM assists West Virginia BMS to reach their goal of improving health and well-being of Members and providing efficient, reliable and safe transportation

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INTRODUCING MTM

Meet MTM

- **West Virginia BMS**

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MTM Culture

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Support Teams

Network Management

Works directly with our transportation providers

Care Management

Manages high level needs for members and standing orders for dialysis

Training Team

Engaging and interactive training of transportation providers, external stakeholders as well as all internal staff

Ambulance and Stretcher

Members require medical attention or monitoring during transport

Quality and Compliance

Dedicated to not only meeting but exceeding industry standards

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Meet MTM

- Managing NET since 1995
- Certified Woman Business Enterprise
- Headquartered in Lake St. Louis, MO
- Family-owned & operated
- 2,500 employees nationally
- 1,250 transportation providers nationally

removing barriers for individuals attempting to access healthcare and community services

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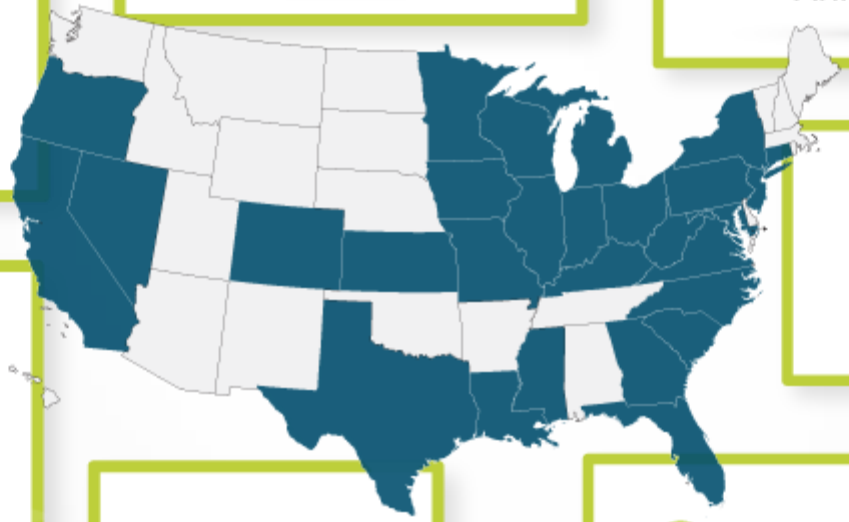
97%
Member Satisfaction
(Scheduling/Phone)

10 million
Members Served
Annually

16 million
Trips Scheduled
Annually



1,250
NEMT Providers

10
Call Centers
(NEMT)

26
States + DC
Service Area

8 million
Calls Handled
Annually

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RESERVATION INFORMATION

Eligibility

- MTM receives eligibility file from health plan
- If not eligible—MTM will verify eligibility with health plan

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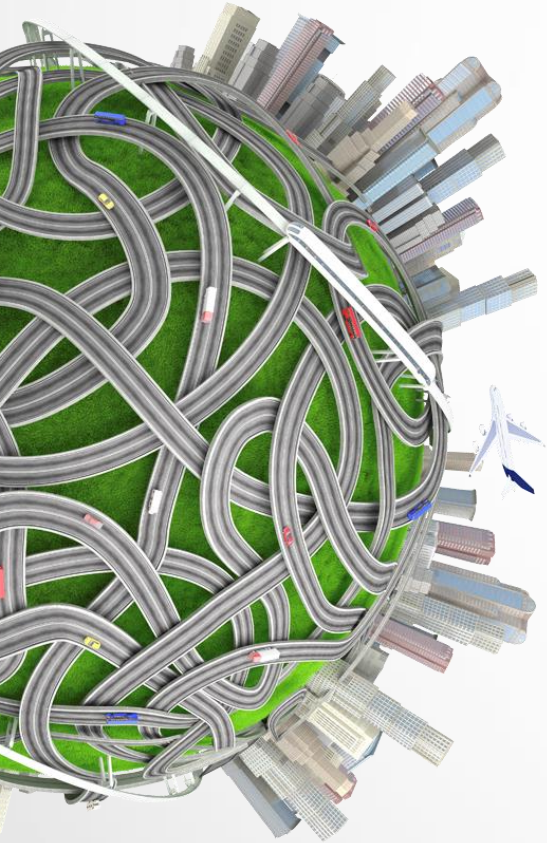
Modes of Transport



- Public transportation
- Ambulatory
  - Sedan
  - Van
  - Taxi
- Wheelchair lift van
- Gas Mileage Reimbursement (GMR)
- Ancillary Services

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Gas Mileage Reimbursement (GMR)

- Members must call in trip prior to appointment and obtain trip number to add to trip logs
- Trip logs are available online at www.mtm-inc.net/mileage-reimbursement or can be mailed to Member's home
- Member will submit trip logs within 60 days of appointment
- Medicaid Members will receive GMR at $.47 per mile
- Members will receive payment on MTM Re-Loadable Debit Card

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Level of Need Process (LON)

- Determine most appropriate mode of transport
- MTM obtains doctor's name, phone number, and fax number
- LON auto-generated doctor most aware of Member's condition
- Two week temporary certification at requested mode

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Additional Passengers

- One additional medically necessary attendant is allowed
- Single caregiver—Health Plan authorizes MTM to transport minor children as passengers

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Routine Appointments

- Appointment that doesn't require Members to be seen right away
- It is required that reservations are scheduled within the health plan's days of notice prior to the appointment
  - **West Virginia BMS: 5 business days**

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Urgent Appointments

- Member doesn't need to call 911, but still needs to be seen:
  - Chemo/radiation
  - Dialysis
  - Hospital Discharge
  - Surgical follow-up

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Recurring Trips (RTPs)

- RTPs may be scheduled by Member or facility staff
  - Dialysis: six months
  - Other: three months

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Transportation Request Numbers

West Virginia BMS

Trip reservations:
1-844-549-8353
Where's my ride:
1-844-549-8354

Reservation Line for Deaf and Hearing Impaired (TTY): 711

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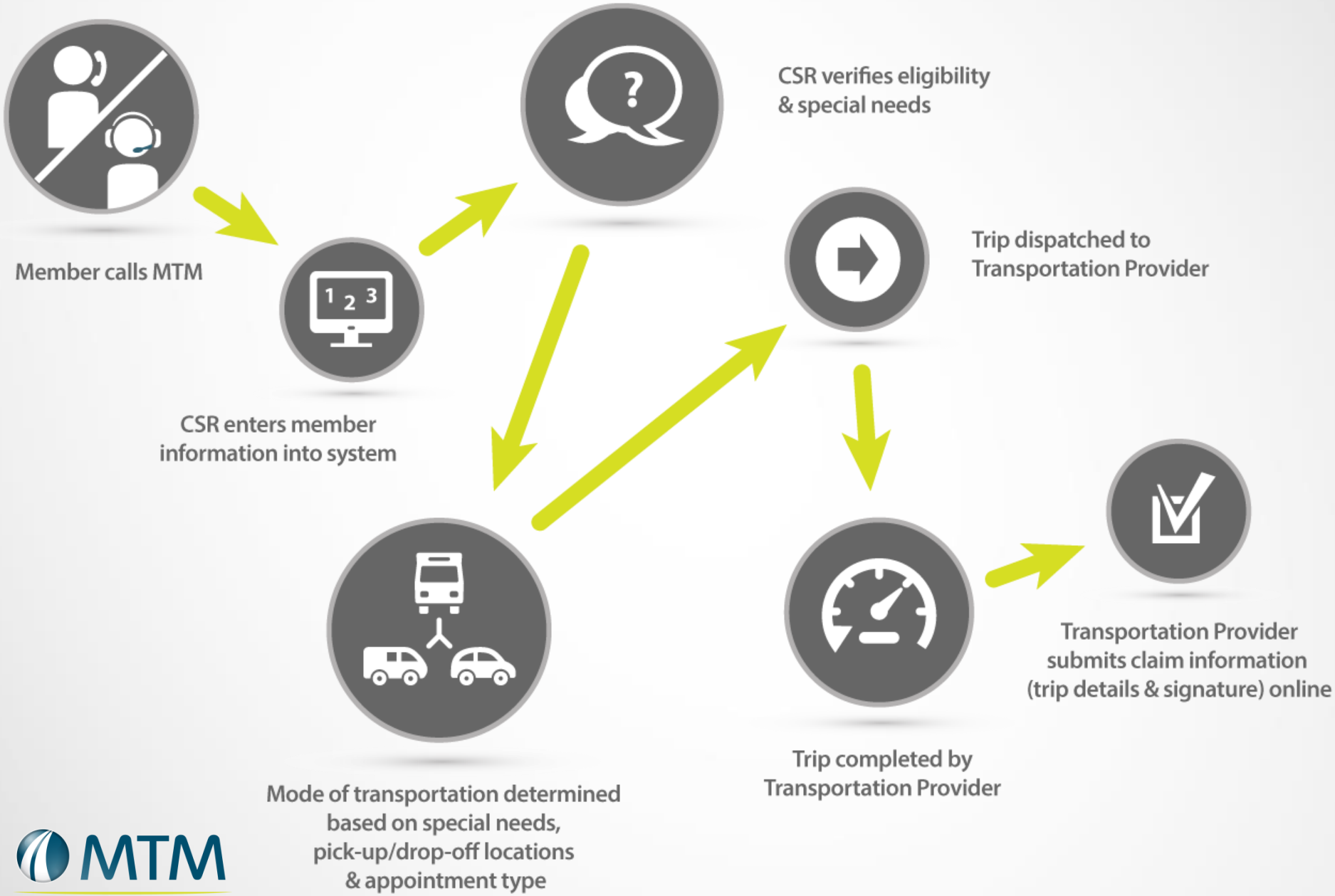
Member calls MTM
CSR enters member information into system
CSR verifies eligibility & special needs
Mode of transportation determined based on special needs, pick-up/drop-off locations & appointment type
Trip dispatched to Transportation Provider
Trip completed by Transportation Provider
Transportation Provider submits claim information (trip details & signature) online

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What Information is Needed

- Required Information
  - Member's name, address, phone number and Medicaid number
  - Any special needs the member may have that will need to be accommodated
  - Type of appointment
  - Time Member needs to be picked up to return home, if known
  - Date and time of appointment
  - Medical provider's name, address and phone number

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EXPECTATIONS

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Expectations

- What to expect at the time of the call
  - A recap of all information taken during the call
  - Name of transportation provider
- What do expect the day before an appointment
  - Member can expect a call from transportation provider confirming pick-up time
  - If Member does not receive a call to confirm pick-up time, Member should contact MTM
- What to expect the day of the appointment
  - Member is encouraged to be ready to board vehicle when driver arrives
  - If ride is more than 15 minutes after scheduled pick-up time, Member should call MTM

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Getting Home

- After appointment, Member can expect driver to arrive no more than 30 minutes after scheduled return time
  - If Member is waiting more than 30 minutes after scheduled return time, they should call--Where's my ride: 1-844-549-8354
  - If Member did not schedule a return pick-up time, Member should contact MTM's reservation line after their appointment
  - Driver will have up to one hour from time of call to pick up Member

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Member & Driver

- Member
  - Be thoughtful this may be a shared ride
  - Bring travel equipment such as wheel chair or car seat
  - No smoking or alcohol in vehicles
- Driver
  - Never smoke around Members
  - Do not use cell phones unless in hands free mode
  - Never touch members unless appropriate to do so for assistance

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QUALITY ASSURANCE

Focus on Quality

- HIPAA training and auditing
- Complaints, incidents and accidents
- Track and trend key performance indicators
- Contract compliance auditing
- MHPA Award for Fraud, Waste and Abuse program
  - Medicaid Health Plans of America
- URAC accredited

URAC ACCREDITED

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Recipient Satisfaction Surveys

- Statistically valid random sample of all Recipients selected for follow-up telephone survey
  - Includes evaluation of intake process, driver/vehicle performance and timeliness
  - Surveys are completed by 3rd party vendor and not MTM
- Surveys are reported on delegated monthly client summary reports

SERVICE MANAGEMENT PORTAL (SMP)

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SMP for Medical Facilities

- User-friendly interface walks you through the process step-by-step
  - No paperwork required; enter trip request online
  - No call needed to MTM

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SMP

- Saves time
  - Schedule trips when it's convenient
  - Printable, detailed, trip confirmation available immediately
- Easily Track Trips
  - Review scheduled trips and trip history
- Easily Manage Recurring Trips
  - Use SMP to schedule, check for expiration, reset or cancel recurring trips

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Questions?

Feel free to contact us at:

#ETO-WV@mtm-inc.net

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