



West Virginia Health Innovation Collaborative

August 19, 2015



Welcome & Introductions

- David Cross, Program Director for WV Operations

MTM History & Footprint

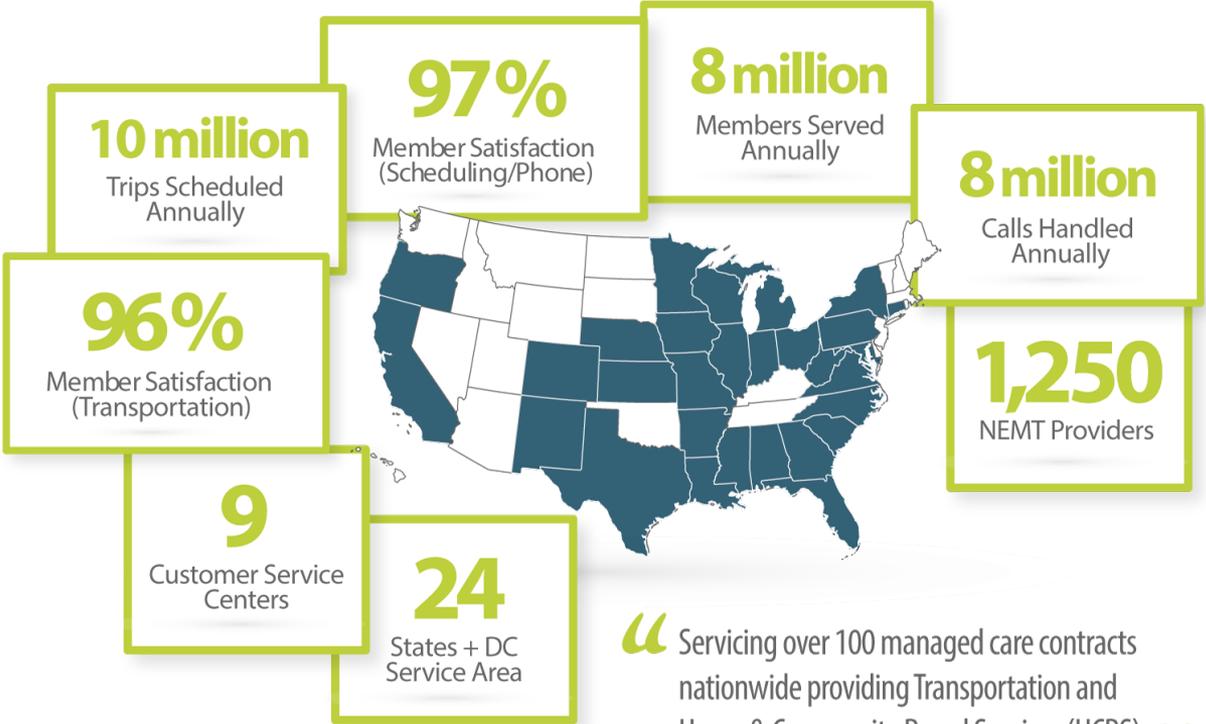
History

- Managing non-emergency medical transportation since 1995
- Family-owned & operated
- 2nd largest NEMT company
- Annual revenue of \$400M
- URAC accredited
- Extensive experience managing statewide NEMT programs

20
years

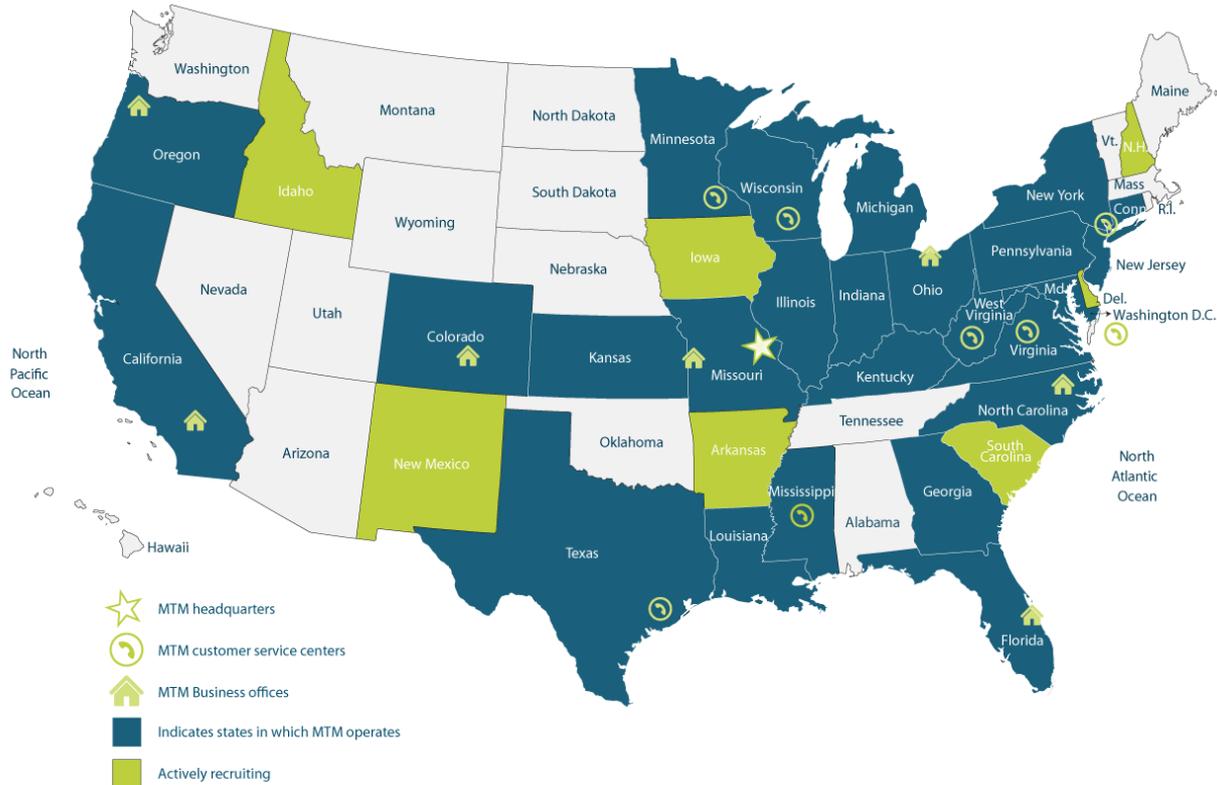
removing
community
barriers

National Capabilities



“ Servicing over 100 managed care contracts nationwide providing Transportation and Home & Community Based Services (HCBS) ”

National Footprint



WV Operations Update

- 72 local employees
- 657,616 Trips since 10/1
- 68 Transportation Providers
 - 434 Vehicles
 - 649 Drivers

Building a Robust, High-Caliber Provider Network

Recruiting the Best Providers

- Negotiate fair rates
 - Sustainable pricing
 - Provide cost control to client & tax payers
- Utilize high-caliber providers
 - Improve customer service
 - Expert, reliable providers for special needs trips
- Create a partnership
 - Education & training
 - Development & expansion
 - Volume & revenue-based growth

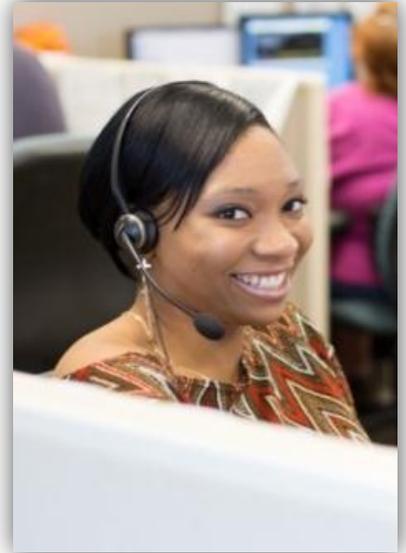
Monitoring the Network

- Accuracy in trip assignment
- Utilizing the closest, most cost-effective provider
 - Correct level of service: LON
- Provider monitoring
 - Timeliness
 - Complaint management
 - Provider office & vehicle inspections
 - Surveys to ensure stakeholder satisfaction & hold MTM accountable

Improving the Member Experience

Creating a Positive Member Experience

- Selection of customer-minded staff
- Training for proficiency
- Quality monitoring ensures compliance & consistency
- First-call resolution improves satisfaction
- Employee engagement



WV CSRs Serving WV Members

- Staff of 50 committed employees & WV residents
- Members have access to live CSRs 24/7/365
- Dedicated local CSCOT and SNT teams
- Currently handle over 40,000 calls per month with room for expansion

WV Customer Service Center Success

- 413,000 calls received
- Average speed to answer
 - 34 seconds
- Average abandonment rate
 - 3.26%
- Average Handle Time
 - 6.03 (recent 5.2)



Managing Members with Care

Utilize a Care Management Approach

- Direct contact for medical facilities & case managers
 - Training on protocols
 - Online trip entry for ease & transparency
 - Ensure proper management of trips
- High-touch management of high needs clients
 - Recurring trips can be set for extended periods



Ensuring Quality Services

Focus on Quality

- HIPAA training & auditing
- Complaints, incidents & accidents
- Track & trend key performance indicators
- Contract compliance auditing
- MHPA award for fraud, waste & abuse program
- URAC accredited



Delivering Value

Contain Costs

- Negotiate fair, sustainable rates with NEMT providers
- Reduce fraud, waste and abuse
- Streamline operations
 - Work force methodology
 - Utilize efficient technology
- Utilize lowest cost but most appropriate mode of transportation
 - Level of Need (LON) Process
 - Promote public transportation
 - Introduce travel training & utilize feeder routes



Progressive Reimbursement Methodologies

- Progressive methodologies for mileage, bus and ancillary services promote low-cost modes and reduce fraud
- Reimbursement techniques include check, money order, fare media, or loading electronically onto a debit card
- Frequent Reimbursement



Evolving Business Lines

- NEMT
- Home & community based services (HCBS)
- Ambulance adjudication
- Functional assessments & travel training
- Contact center & member outreach

Other Innovative Initiatives - Telemedicine

- Lower cost/utilizers –We work with the facilities to identify members and local tele-med equipped facility
 - Work with member, case worker, and/or PCP to transport the member to the telemedicine/equipped facility instead of transporting them on regular long-distance trips.
- Mid-level cost/utilizers – send PCA with tablet or other hand-held device to member instead of member making multiple long-distance trips (as above all coordinated through PCP or case worker)
- High-level cost/utilizers – place higher level monitoring technology in the home for more continual monitoring of condition (coordinated through PCP or case worker)

Thank You!

- Questions?