

NEMT Brokerages

How they help increase savings and satisfaction of NEMT Programs



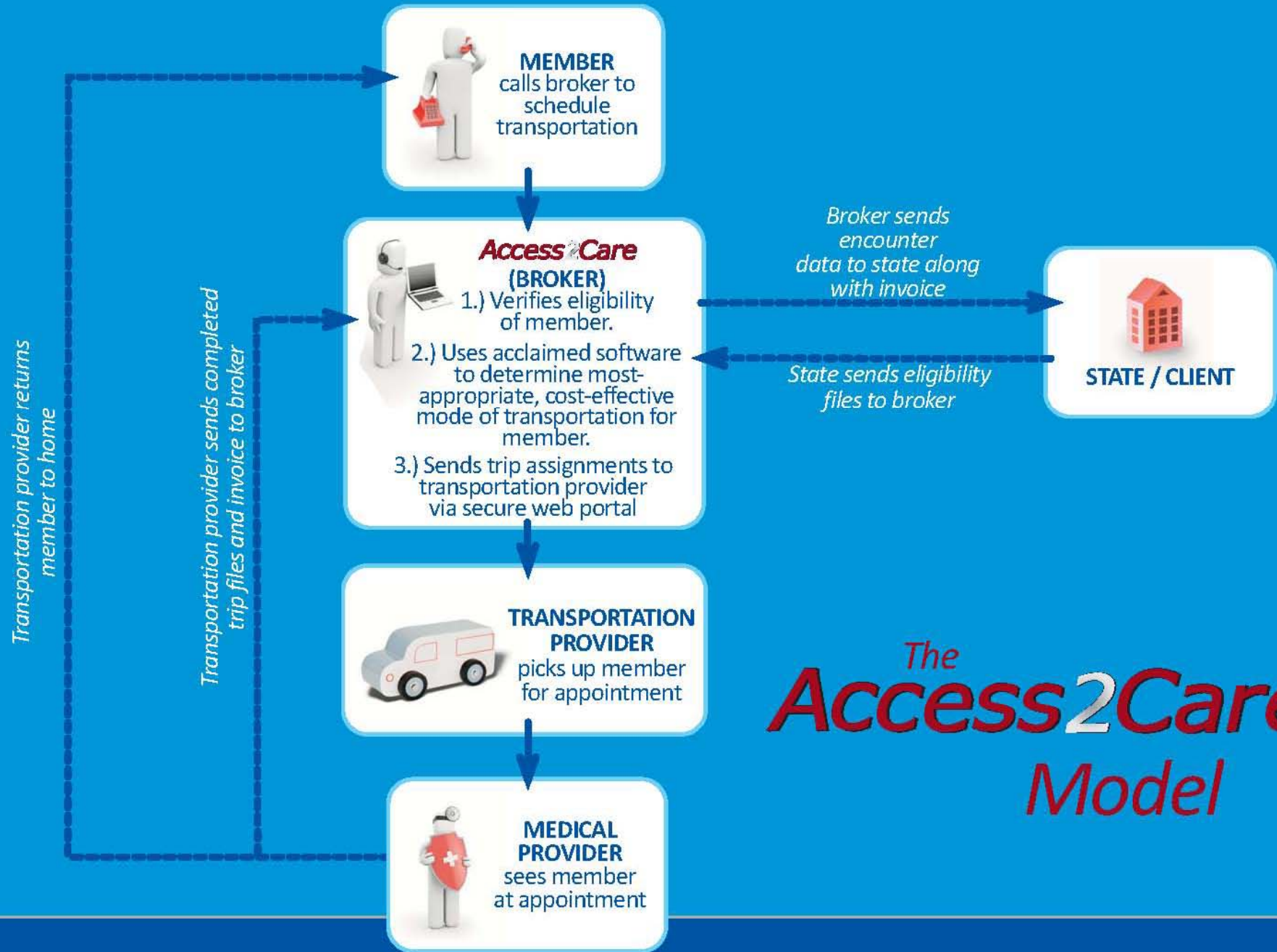
CMS Rules

- States may design their own NEMT programs
- States must procure through a competitive bid process
- Brokers can not be a provider (limited exceptions)
- CMS must approve the plan and broker
- Broker must use the most appropriate/lowest cost transportation.



Hidden Program Cost

- Freedom of Choice
 - Medical Providers
 - Transportation Providers
- Lack of Checks and Balances
 - Mileage Reimbursement
 - Transportation Provider Invoices
 - Appropriate Mode Assignments
- Lack of Insurance / Credentialing of drivers and vehicles
- Resources – Personnel and facilities



The Access2Care Model



Benefits of the Broker Model

- Increased Program Compliance
- Technology
- Improved Coordination
- Reduced Fraud and Abuse of Program
- Data Reporting
- Improved Health Outcomes – patients get to the doctor

Cost Stabilization/Savings for the Client



Increased Compliance

- Oversight of Local Transportation Providers
 - Credential drivers/monitors
 - Train drivers
 - Inspect vehicles
 - Conduct on-site monitoring
- Oversight of Program Requirements
 - Track, trend and manage complaints
 - Conduct satisfaction surveys
 - Yearly audit of program
 - Meetings with stakeholders



State of the Art Technology

- Advanced Technology
 - Eligibility Verification
 - Trip Assignments
 - Payment of Providers
 - Data-Rich Reporting capabilities
 - Call Center System
 - Automated Mode Assignments
 - Web-based Portals for TP, Medical Facilities, and Clients



Fraud and Abuse Prevention

- Appointment Verification
- 100% Reconciliation of Vendor Invoices
- Random Audits
- Appropriate Code Assignment
- Eligibility
- Closest Medical Provider



Increased Data and Reporting

- Utilization Data
 - Trips by mode
 - Average trip mileage
 - Average cost per trip
- Call Center Reporting
 - Speed to answer
 - Abandonment rates
 - Average talk time
 - Hold times
 - Total no. of incoming calls
- Transportation Provider
 - On-time performance
 - MBE/WBE reporting
 - No. of trips by provider
- Stakeholder Satisfaction
 - Complaint rate
 - Satisfaction surveys
 - 24-7-365 access
 - Bi-lingual staff



Improved Health Outcomes

- Educating Members on NEMT
- Ease of Getting an Appointment
- Local Transportation Provider Resources
- Increasing Access to the Medical Appointments
 - Reduces ER Visits
 - Reduces Hospitalizations
 - Reduces Re-hospitalizations

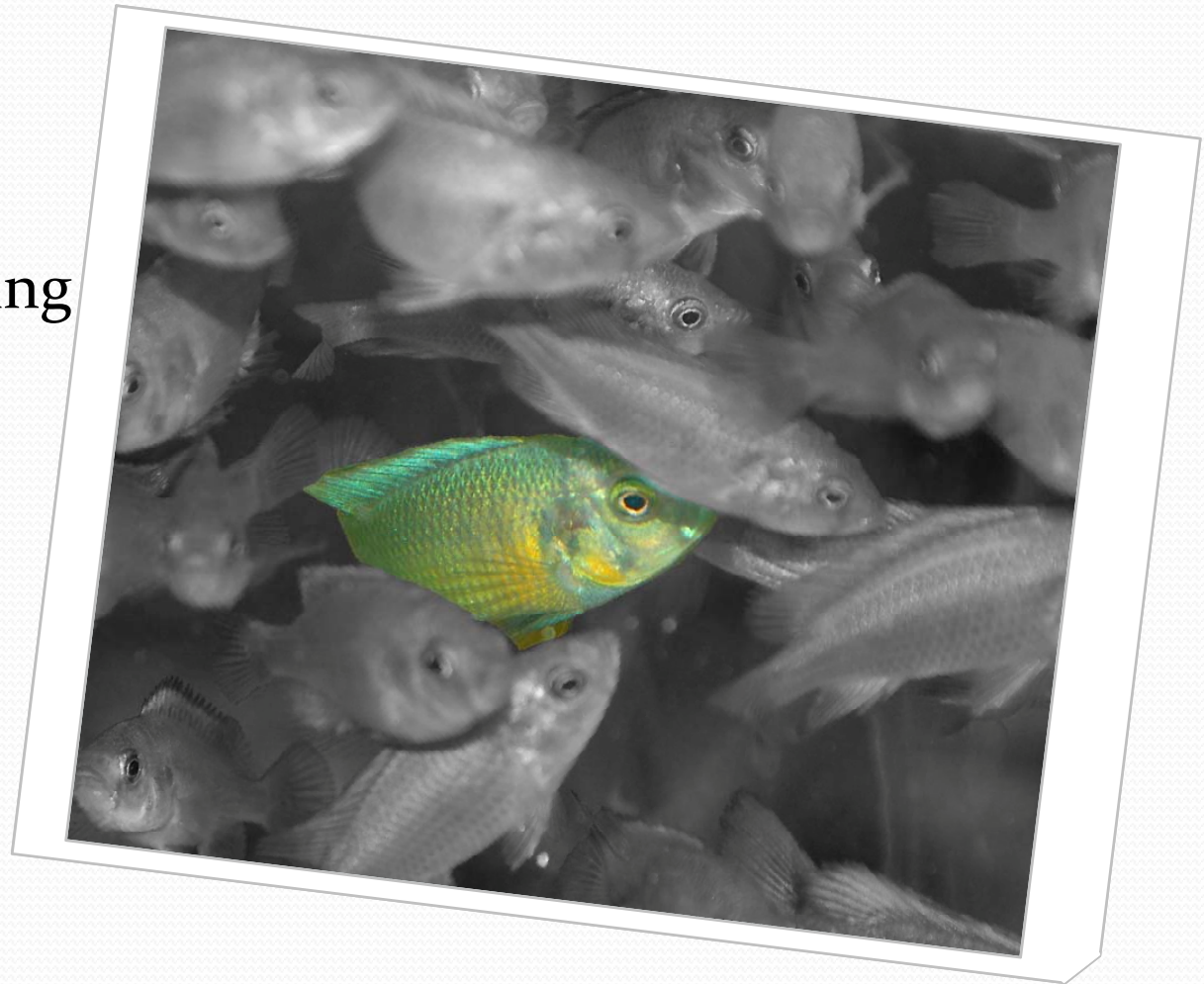


What Can Affect Program Cost

- Non-enforcement
 - Public Transportation
 - Closest Medical Provider
- Reducing Coordination Efforts
- Administrative Pricing Model
- Lack of Data
- Contract Term

There are Differences

- Call Center
- Approach to working with network providers
- Technology
- Staff
- Financial stability





Broker Success

- More Trips Less/Same Dollars
- Improved Coordination
- Increased Member Satisfaction
- Increased Access
- Standardized Transportation Requirements

State of Idaho

- Introduced full-broker model
- Created 26 jobs in Meridian
- Reduced long distance trips
- Increased network access
- Introduced bus transportation
- Low complaint rates 0.0007%



State of Nebraska

- Introduced administrative broker model
- Created 22 jobs in Omaha
- Improved appropriate mode assignment
- Implemented bus to the program
- Worked with the Mobility Manager



South Carolina (Regions 2 and 3)

- Existing broker program
- Improved technology allowing greater routing opportunities
- Improved payment frequency
- Reduced program cost from previous year





Thank you

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