



Recommendation to the PIAC: Non-emergent Medical Transportation

June 8, 2015

Summary

Non-emergent Medical Transportation is an area of focus for the Provider & Community Issues subcommittee. Additionally, there has been an increase in the volume and urgency of complaints since the transition to Total Transit as the NEMT broker in November.

The Provider & Community Issues Subcommittee convened a workgroup which has been meeting regularly since January to discuss solutions regarding NEMT administration throughout the state. The workgroup has formulated the following recommendations with respect to the NEMT vendor (Total Transit) operating in the nine county metro area.

Recommended Action

The Provider & Community Issues Subcommittee recommends the following actions;

- The HCPF to Total Transit contract details a survey of patient and provider satisfaction, to be administered semi-annually. We would respectfully request that survey be launched now that the program has been operational for almost six months.
- Many drop off and pick up locations are large campus like settings, making individual addresses harder to find. Patients get delivered to the wrong door, are not delivered at all or have significant delays in pickup. We would respectfully request that campus like settings, doctor's offices, clinics, and other common trip destinations be "flagged" in the dispatch and mapping systems to as to minimize the likelihood of problems at provider and specialist offices.
- We recommend a "Fact Sheet" be produced and made public outlining the entire transit process. This Fact Sheet should include specific instructions on how to file a complaint and outline contractual expectations regarding responses to complaints verbally within 1 business day and in writing within 5 working days.



- Numerous instances of patients standing outside waiting for a ride when the phone inside is ringing to tell them the driver is lost would be avoided if Total Transit and their driver vendors had someone to contact as a ride is occurring. We recommend that Total Transit adjust their scripts and add fields on the dispatch form to allow for Social Workers, Care Navigators/Managers or family members to be listed by name and contact number for follow up calls and same day communication.
- When a provider requests transportation there is not a consistent feedback loop. For example, numerous instances have been reported of clients not being picked up or dropped off due to encrypted emails with important trip details not being opened or read for more than 48 hours after they were sent to Total Transit. We recommend that dispatch communications be bi-directional, so that the outcome and disposition of correspondence, calls and rides can be conveyed back to the provider who requested the specific services.
- We recommend that the Department articulate a process for elevating Total Transit complaints to HCPF.
- We recommend that a process be outlined for whom to contact at Total Transit if immediate assistance is needed and ensure that an outcome will occur in response to the immediate need for assistance.

