

Transportation Services Benefits Collaborative

3/5/2018

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Policy & Financing

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**





What is the Benefits Collaborative Process?



Purpose

Why do we need Benefits Collaborative?

- Clearly define the sufficient amount, scope and duration of Colorado's Medicaid covered services.
- Ensure covered services are evidence-based and guided by best practices.
- Develop working relationships and collaborate with stakeholders.



Ground Rules

Participants Are Asked To:

- Mind E-manners
- Identify Yourself
- Speak Up Here & Share The Air
- Listen for Understanding
- Stay Solution Focused
- Stay Scope Focused



NEMT RFP Discussion

Kimberley Smith – Compliance & Stakeholder Relations Unit Manager
Elizabeth Reekers-Medina – Transportation Policy Specialist



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NEMT Request for Proposals

- The Department currently contracts a broker, Veyo, to administer NEMT services within a nine county service area. The term of this contract ends in June 2019.
- The Department plans to release a new Request for (contract) Proposals (RFP) for an NEMT Broker by the end of 2018.
- The Department requests stakeholder feedback on potential changes to the existing NEMT Broker contract that could be included as potential contract deliverables within the new RFP solicitation.



NEMT Request for Proposals

- The Department plans to request the following within the RFP:
 - A quote to administer NEMT outside of the nine county service area; and
 - Affirmation by contractors of their ability to do the following:
 - Call clients prior to the trip to verify the trip
 - Follow up with clients who did not show up for their trip
 - Meet processing timeframes for mileage reimbursement
 - Coordinate statewide all air, train, and out-of-state transportation requests



NEMT Request for Proposals

- The Department would like input on the possibility of also addressing the following in the RFP:
 - On-Demand/Lyft-like transportation
 - Urgent transportation needs
 - Complaints process
 - Satisfaction survey(s)
 - Usage of gas cards
 - Company report cards
 - Reporting requirements
 - Coordination with Regional Accountable Entities



General Discussion



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