



NEMT Commission Meeting

August 13, 2024

**Lindsey Lux, OMPP Chief of Staff &
Deputy Director**

**Indiana Family and Social Services
Administration**



NEMT Commission Members

Name	Association	Name	Association
Brandi Foreman	Indiana Association of Rehabilitation Facilities	Sherri Hampton	American Senior Communities
Andrew VanZee	Indiana Hospital Association	Kristen LaEace	Indiana Association of Area Agencies on Aging
Eric Yazel, MD	Dept of Homeland Security	Vacant	Dialysis Provider
Gary Miller	PROMPT Medical Transportation	Lindsey Lux	Family & Social Services Administration
Kim Dodson	Arc of Indiana	Rep. Jim Pressel	Indiana House of Representatives
Jim Degliumberto	Verida	Rep. Pat Boy	Indiana House of Representatives
James Fry	Steadfast Transportation, LLC	Sen. Vaneta Becker	Indiana Senate
Vacant	Fee For Service Member	Sen. JD Ford	Indiana Senate



Agenda

- **Welcome and Introductions**
Slides 1-3
Lindsey Lux, FSSA
- **Program Update**
Slides 4-5
Clarissa Loveall, FSSA
- **Verida Network Performance & Access**
Slides 6-18
Jim Degliumberto, Verida
- **Verida Pay for Outcomes**
Slides 19-32
Clarissa Loveall, FSSA
- **Pay for Outcomes Vote**
Slide 33
Lindsey Lux, FSSA
- **Wrap Up/Adjournment**
Slides 34-36
Lindsey Lux, FSSA



Program Update

Clarissa Loveall, OMPP Director of
Organizational Development



Program Update

- Indiana PathWays for Aging began on July 1, 2024. As a result, the Fee For Service membership served under the Verida contract has decreased.

Date	Population	Gross Reservations	Capitation
June 2024	234,791 members	71,946 trips	\$2,007,964.30
July 2024	131,182 members	30,962 trips	\$1,242,332.30



Verida Network Performance & Access

Jim Degliumberto, COO
Verida, Inc.

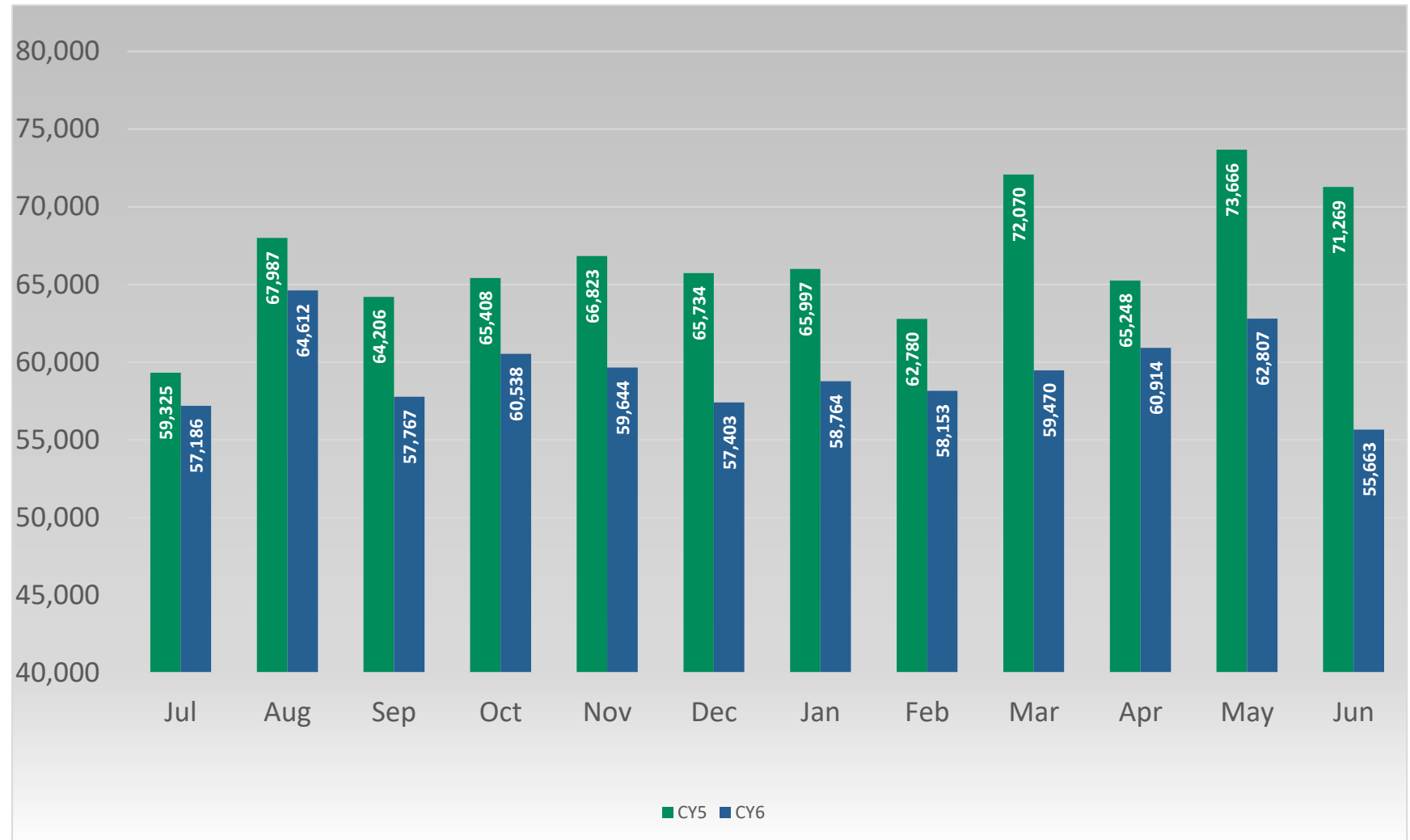


NEMT by the numbers

Monthly Average	Q1	Q2	Q3	Q4
Inbound Calls	43,402	42,963	43,461	40,825
Members Served	6,910	6,768	6,787	6,735
Trip Volume	59,855	59,195	58,796	59,795
Trip Completion Rate	98.6%	98.9%	98.8%	98.9%
Ambulatory Trips	44,126	43,815	43,700	44,605
Wheelchair Trips	13,152	12,942	12,615	12,752
Public Transit	570	470	432	394
Fuel Reimbursement	2,006	1,968	2,049	2,044
Active Providers	145	145	142	135
Active Vehicles	1,249	1,194	1,016	1,035

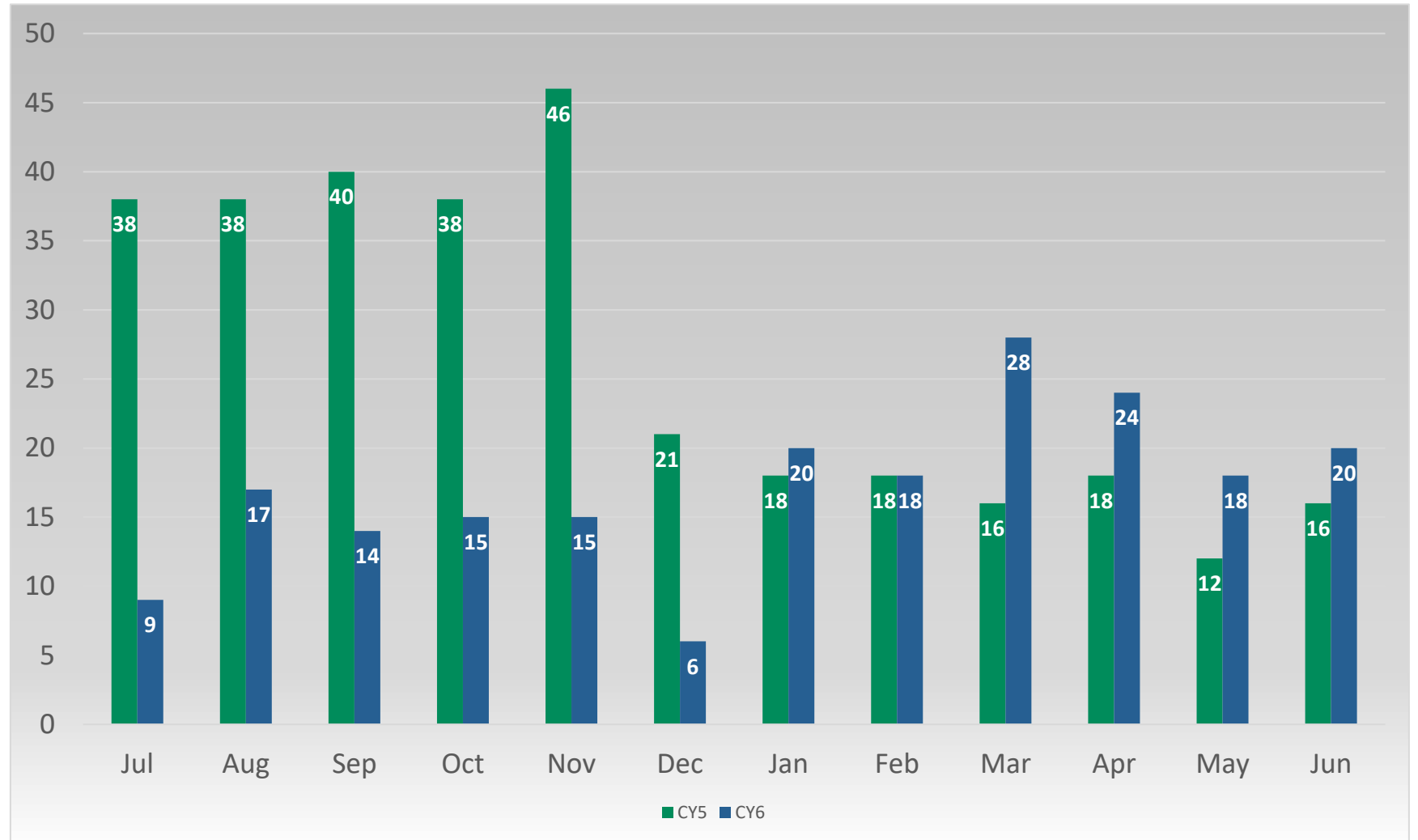


Trip Volume





Complaints



99.9% complaint free trips



Member Experience - Call Center

- Satisfaction rate averaged 97%.

Month	Overall Satisfaction
Jul-23	98%
Aug-23	98%
Sep-23	96%
Oct-23	98%
Nov-23	98%
Dec-23	96%
Jan-24	96%
Feb-24	100%
Mar-24	98%
Apr-24	98%
May-24	94%
Jun-24	96%



Member Experience - Transportation Provider

- Overall Satisfaction rate averaged 96%

Month	Overall Satisfaction
Jul-23	92%
Aug-23	96%
Sep-23	96%
Oct-23	96%
Nov-23	96%
Dec-23	98%
Jan-24	100%
Feb-24	98%
Mar-24	96%
Apr-24	94%
May-24	94%
Jun-24	98%



Transportation Provider Network

- New Transportation Providers (Jun 30th)
 - 2 in credentialing
 - 75 vehicles in pipeline
 - Monitoring areas of need due to program update
- Existing Transportation Provider Network
 - 138 active providers
 - 1,034 active vehicles

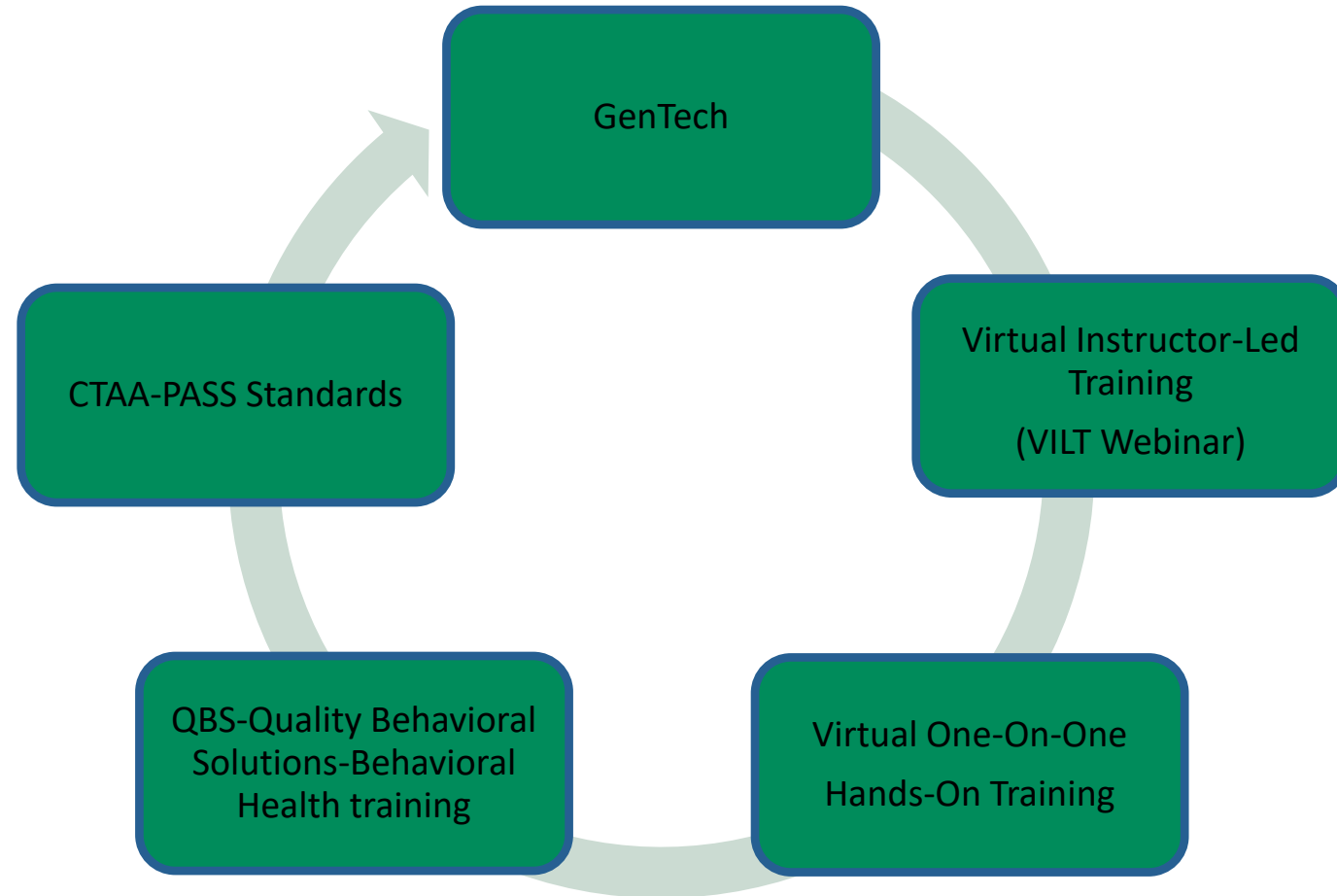


Provider Safety

- Vehicle Inspections
 - 2,215 inspected
 - 100% Pass rate
- Spot Inspections
 - 946 completed
 - 100% pass rate
- Wheelchair securement inspections
 - 377 completed
 - 100% pass rate
- Accidents and incidents
 - 81 reported this CY
 - 99.99% trips completed without an accident



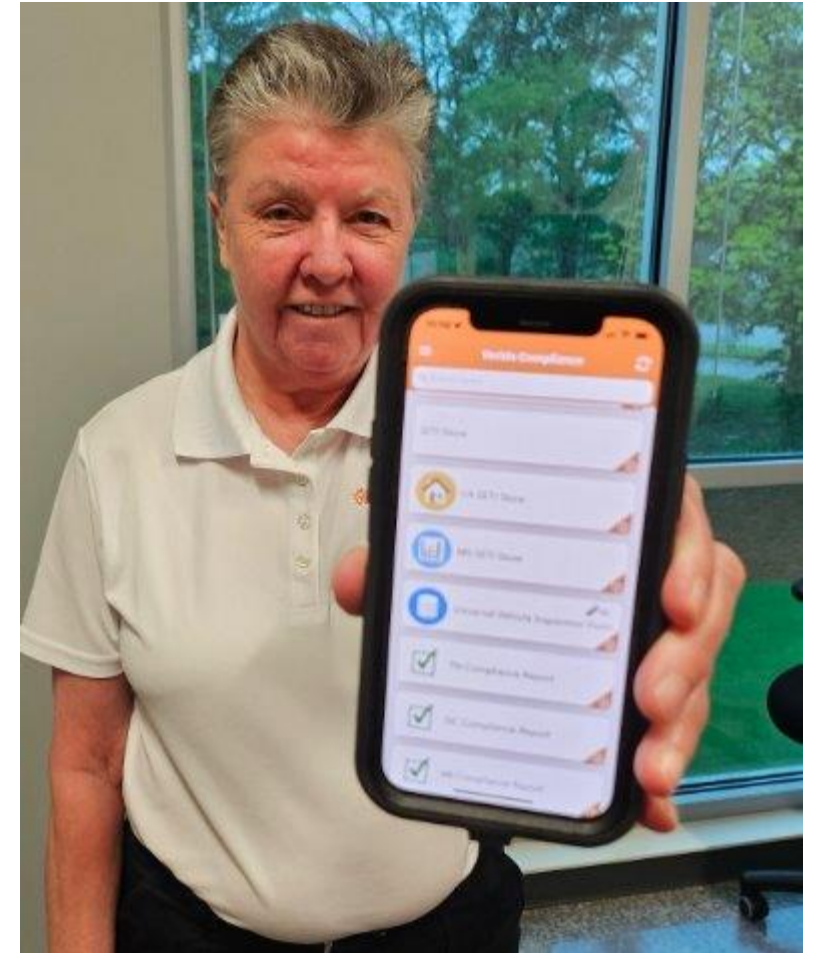
Driver Training





Vehicle Inspection

- 72 Point Vehicle Inspection
- Announced and Unannounced
- Electronic Vehicle Inspections-Instant access anywhere in the company and are completed on mobile devices.
- Electronic Onboarding via Provider Portal-Our Portal is a software solution for onboarding and maintaining provider compliance.
- Eclipse electronic filing - Eclipse is a software solution that houses and organizes all our compliance documents.





Partners



GenTech
— ASSOCIATES —

QBS - Behavioral Incident Prevention and Management-An industry leader in Behavioral Health Training

CTAA - Community Transit Association of America



GenTech - Training Facilitator



HSI - Health and Safety Institute

Gainsight

Gainsight - Learning Management System (formally Northpass)

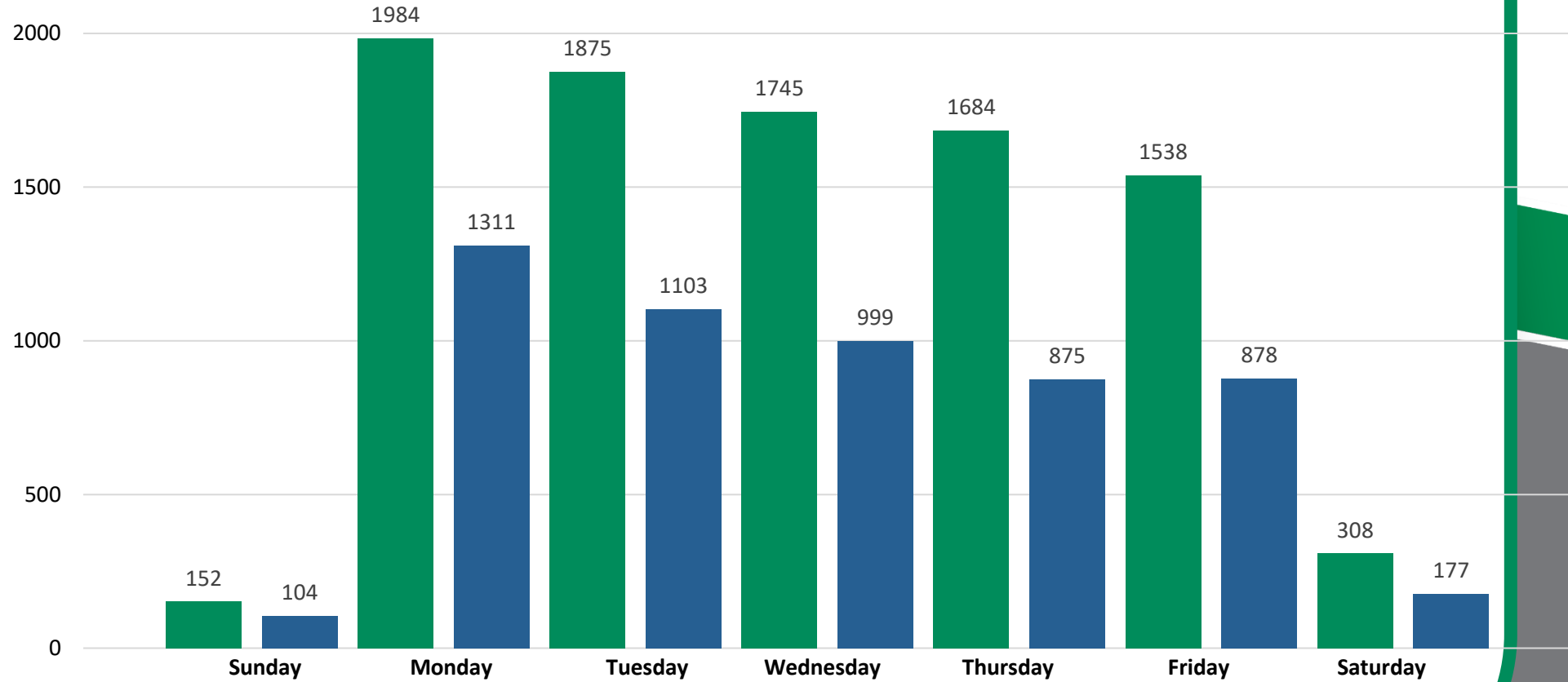


Coaching Systems - Defensive Driving Training



Program Update - Call Volume Impact July 1, 2024 Week

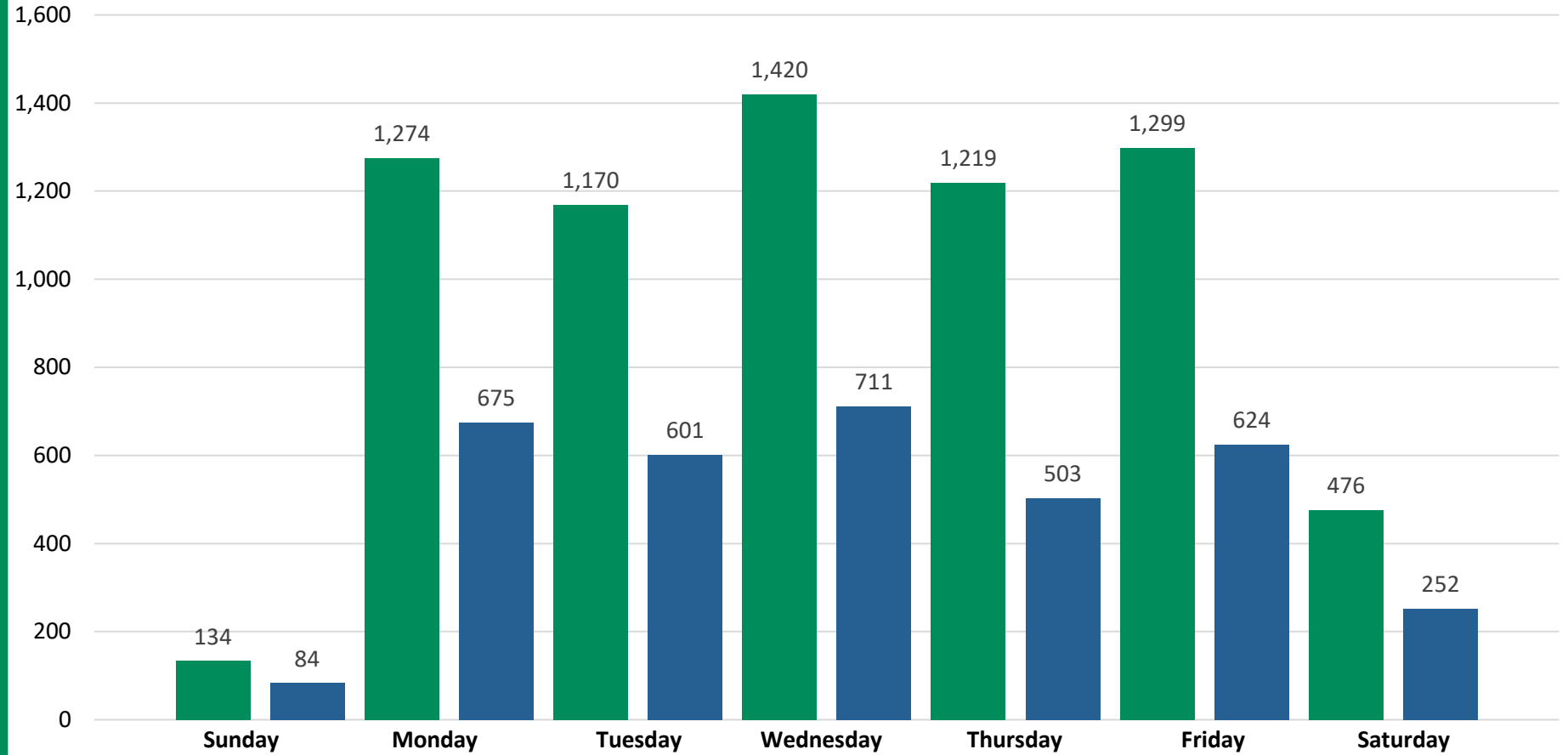
Average Inbound Call Volume by Day





Program Update - Change in Trip Volume July 1, 2024 Week

Average Trip Volume by Day





Verida Pay for Outcomes Contract Year 6

Clarissa Loveall, Director of Organizational
Development



Pay for Outcomes Guidelines

1. The broker's contract includes Pay for Outcomes criteria that are monitored on a quarterly basis.
2. Three percent of capitation is withheld and must be earned back by meeting or exceeding the performance metrics.
3. The NEMT commission reviews the performance metrics achieved and annually votes on paying the earned amount.
4. Funds are paid out once per year and do not roll-over.



Pay for Outcomes - NEMT Categories

1. Quality
2. Safety
3. Call Center
4. Transportation Scheduling
5. Transportation Requests
6. Provider Services
7. Member Education and Outreach
8. Encounter Data Completeness and Timeliness
9. Report Accuracy and Timeliness



Verida Pay for Outcomes Performance - Quality

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Quality										\$78,071.11	\$78,071.11
1. No more than 1% of completed one-way trips shall have an associated valid member complaint.	≤ 1%	0.02%	Y	0.02%	Y	0.04%	Y	0.03%	Y		
2. The Contractor shall investigate, remediate and close 95% of complaints and appeals within 15 business days of receipt.	≥ 95%	100%	Y	100%	Y	100%	Y	100%	Y		



Verida Pay for Outcomes Performance-Safety

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Safety										\$117,106.67	\$73,191.67
1. Zero percent (0%) of vehicles used in a given quarter shall be found to be out of compliance with the safety and inspection standards set forth in the Contract.	0%	0%	Y	0%	Y	0%	Y	0%	Y		
2. Contractor will conduct random, unannounced, vehicle spot inspections on at least 1/12th of authorized vehicles in each month of the quarter.	≥ 8.33%	1 of 3	N	1 of 3	N	3 of 3	Y	1 of 3	N		
3. Quarterly, Contractor will conduct at least 75 separate wheelchair securement inspections.	≥ 75	75	Y	82	Y	113	Y	107	Y		
4. One hundred percent (100%) of Transportation Providers' Drivers who provide services in a given quarter shall meet the Contract's licensing and training requirements (metric is not met if a driver is out of compliance during a random audit or if a driver still provides services after discovering non-compliant driver, but prior to remediation)	100%	100%	Y	100%	Y	100%	Y	100%	Y		



Verida Pay for Outcomes Performance - Call Center

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Call Center										\$117,106.67	\$117,106.67
1. Monthly average speed to answer calls shall not exceed 60 seconds.	<60 sec	19	Y	14.67	Y	16	Y	18	Y		
2. Monthly 85% of calls will be answered within 45 seconds or less.	≥ 85%	88.29%	Y	90.62%	Y	91.91%	Y	89.63%	Y		
3 (A). The monthly lost call (abandonment) rate shall not exceed five percent (5%).	≤5%	2.15%	Y	1.81%	Y	1.44%	Y	2.10%	Y		
3 (B). No calendar week shall have an abandonment rate greater than (7%)	Pass/Fail	PASS	Y	PASS	Y	PASS	Y	PASS	Y		



Verida Pay for Outcomes Performance - Call Center Cont.

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Call Center (Continued)											
4. An answering machine, voice mail or answering service must be available for after-hours calls. One hundred percent (100%) of after-hours calls must be returned within the next business day.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
5. 85% of all issues from callers should be resolved on the first call. If information cannot be provided to a caller in a timely manner, the Call Center representative should request a name, phone number and/or addresses (if necessary) and respond to the caller within one (1) business day from the time of contact. A call is deemed resolved on the first call if no further action is necessary after the call ends on the part of the caller or call handler as all issues have been addressed.	≥85%	96.57%	Y	98.19%	Y	98.56%	Y	96.63%	Y		



Verida Pay for Outcomes Performance - Transportation Requests

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Transportation Requests										\$117,106.67	\$0
1. The Contractor shall employ an auto-routing system and shall assign at least 90.0% of requested trips that qualify for auto-routing to a transportation provider using the auto-routing system within 48 hours of receipt of the transportation request.	≥ 90%	93.8%	Y	93.3%	Y	93.3%	Y	93.4%	Y		
2.* The Contractor shall furnish appropriate transportation, as outlined in the Contract, for at least 90.0% of valid member transportation requests based on the Contractor’s knowledge of provider no-shows as determined by complaints or other known instances that a trip was not provided as scheduled as detailed in a “missed trips” report.	≥ 90%	79%	N	77%	N	77%	N	79%	N		

*The calculated rates include member cancellations and no-shows for all reasons.



Verida Pay for Outcomes Performance - Transportation Scheduling

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Transportation Scheduling										\$117,106.67	\$117,106.67
1. Zero percent (0%) of scheduled trips shall require a Member to board a vehicle prior to the scheduled pick-up time as reported on the On-Time Trip Report.	0%	0%	Y	0%	Y	0%	Y	0%	Y		
2. Ninety-five (95%) of return pick-ups from appointments shall occur within one (1) hour of the time of notification to the Contractor.	≥95%	95%	Y	95%	Y	95.6%	Y	95.7%	Y		
3. Ninety percent (90%) of trips, regardless of traffic, weather or road conditions, shall deliver Members on-time for their appointments.	≥90%	94.7%	Y	90.9%	Y	90.9%	Y	90.5%	Y		
4. Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
5. Contractor shall require Transportation Providers to notify medical service providers of anticipated tardy drop-offs.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



Verida Pay for Outcomes Performance - Provider Services

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Provider Services										\$117,106.67	\$21,957.50
1. The Contractor shall pay or deny 98% of electronically filed clean claims within twenty-one (21) calendar days of receipt and paper claims within thirty (30) calendar days of receipt.	≥98%	100% (e-claim) 100% (paper)	Y	97.7% (e-claim) 99.8% (paper)	N	63.8% (e-claim) 98.4% (paper)	N	96.8% (e-claim) 100% (paper)	N		
2. The Contractor shall incentivize transportation providers such that 70% of claims submitted are received electronically.	≥70%	51.38%	N	55.09%	N	57.38%	N	57.78%	N		
3. The Contractor shall ensure an adequate provider network exists and ensure that the quarterly "No Provider Assigned Rate" does not exceed 5%.	≤5%	1.4%	Y	1.1%	Y	1.2%	Y	1.1%	Y		
4. Detailed regional gap report submitted and approved monthly.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



Verida Pay for Outcomes Performance - Member Education

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Member Education										\$39,035.56	\$19,517.78
1. Contractor shall attempt to contact and educate all Members who do not appear for a scheduled pick up (a “no show”) within five (5) business days of the reported no-show occurrence.	100%	100%	Y	100%	Y	100%	Y	100%	Y		
2. Member no-shows will be reduced by at least 20% or more from the level measured in contract year 3.	-20%	+39%	N	-3.9%	N	+9%	N	+27.3%	N		
3. Contractor must create and submit an outreach strategy if they receive more than two complaints from a single facility within 3 months or five complaints from the same chain of facilities within twelve months.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



Verida Pay for Outcomes Performance - Encounter Data and Timeliness

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Encounter Data Completeness and Timeliness										\$39,035.56	\$39,035.56
1. The Contractor shall deliver the Encounter Data contemplated by the Contract thirty (30) days following the month of payment.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		



Verida Pay for Outcomes Performance - Report Accuracy and Timeliness

Measure	Metric	1st Q Achieve	Met	2nd Q Achieve	Met	3rd Q Achieve	Met	4th Q Achieve	Met	Available Payout	Earned Payout
Report Accuracy & Timeliness										\$39,035.56	\$12,198.61
1. The Contractor shall furnish all reports on or before their due date in the Contract.	Pass/ Fail	Pass	Y	Pass	Y	Pass	Y	Pass	Y		
2. The Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur.	Pass/ Fail	Fail	N	Fail	N	Fail	N	Fail	N		



Verida Pay for Outcomes Performance

Category of Measures	Available Payout	Earned Payout
Quality	\$78,071.11	\$78,071.11
Safety	\$117,106.67	\$73,191.67
Call Center	\$117,106.67	\$117,106.67
Transportation Requests	\$117,106.67	\$0
Transportation Scheduling	\$117,106.67	\$117,106.67
Provider Services	\$117,106.67	\$21,957.50
Member Education	\$39,035.56	\$19,517.78
Encounter Data Completeness and Timeliness	\$39,035.56	\$39,035.56
Report Accuracy & Timeliness	\$39,035.56	\$12,198.61
TOTAL	\$780,711.14	\$478,185.58



Verida Pay for Outcomes Vote

Name	Association	Vote	Name	Association	Vote
Vacant	FFS member	NA	Sherri Hampton	American Senior Communities	
Brandi Foreman	INARF	NA	Kristen LaEace	AAAA	
Dr. Eric Yazel	DHS		Vacant	Dialysis Provider	NA
Gary Miller	PROMPT Medical Transportation		Lindsey Lux	FSSA	
Andrew VanZee	IHA		Rep. Jim Pressel	Indiana House of Representatives	ex-officio
Jim Degliumberto	Verida		Rep. Pat Boy	Indiana House of Representatives	ex-officio
Kim Dodson	Arc of Indiana		Sen. Vaneta Becker	Indiana Senate	ex-officio
James Fry	Steadfast Transportation, LLC		Sen. JD Ford	Indiana Senate	ex-officio



Adjournment

Lindsey Lux, FSSA



Commission materials will be available at:

<https://www.in.gov/fssa/ompp/non-emergency-medical-transportation/nemt-commission/>



NEMT Resources

- https://verida.com/?da_image=indiana-providers-info-at-a-glance
- https://verida.com/?da_image=indiana-providers-info-at-a-glance
- Schedule a Ride: 855-325-7586 (option 1)
- Where's My Ride Line: 855-325-7586 (option 2)
- Quality Assurance/Complaint Line: 888-833-4154