



Eric Holcomb, Governor
State of Indiana

Office of Medicaid Policy and Planning
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INDIANAPOLIS, IN 46204-2739

Nonemergency Medical Transportation (NEMT) Commission Meeting Minutes

August 13, 2023

Virtual Format

Members Present

Lindsey Lux, Andrew VanZee, Gary Miller, Kim Dodson, Kristen LaEace, Jim Degliumberto, Sen. JD Ford

Presenters

Welcome and Introductions: Lindsey Lux, FSSA

Program Update: Clarissa Loveall, FSSA

Verida Network Performance and Access: Jim Degliumberto, Verida, Inc.

Verida Pay for Outcomes: Clarissa Loveall, FSSA

Pay for Outcomes Vote: Lindsey Lux, FSSA

Wrap Up/Adjournment: Lindsey Lux, FSSA

Welcome and Introductions – Lindsey Lux

Ms. Lux went over housekeeping items and took commission attendance.

Program Update – Clarissa Loveall

Ms. Loveall stated that Indiana PathWays for Aging began on July 1, 2024. As a result, the Fee for Service membership served under the Verida contract has decreased. Members that are still receiving NEMT services through Verida are Native American and Alaskan Natives who opt out of managed care, those receiving hospice services by the time they are eligible for PathWays and opt out, anyone aged 59 and under in fee-for-service, those receiving waiver services through the Division of Disability and Rehabilitative Services (DDRS), Program of All Inclusive Care for the Elderly (PACE) members, Room and Board (RCAP) members, End Stage Renal Disease (ESRD) members, breast and cervical cancer (MA-12) eligible members, and Traumatic Brain Injury (TBI) waiver recipients.

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

*Gross reservations do not equal the total number of completed trips.

Verida Network Performance and Access- Jim Degliumberto

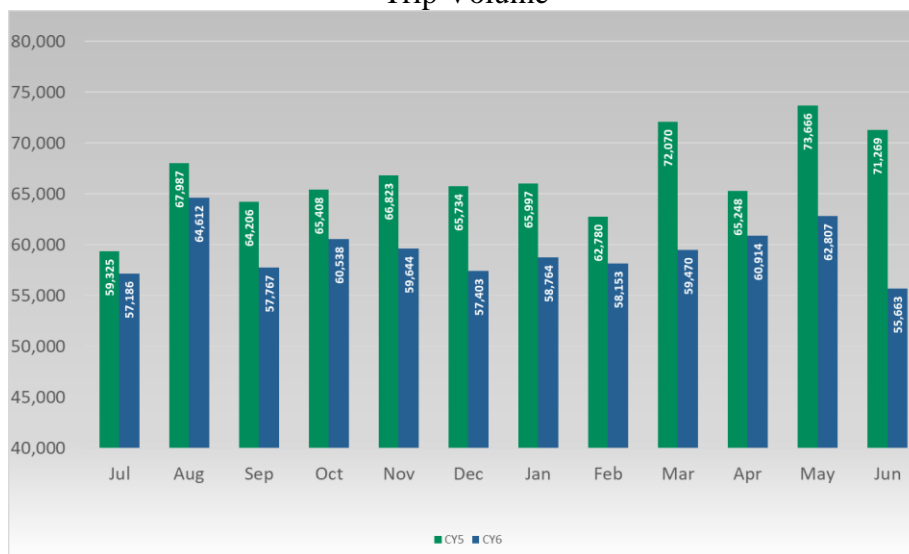
Mr. Degliumberto provided an in-depth summary on Verida’s operations and performance from contract year 6 (CY6).

NEMT by the Numbers

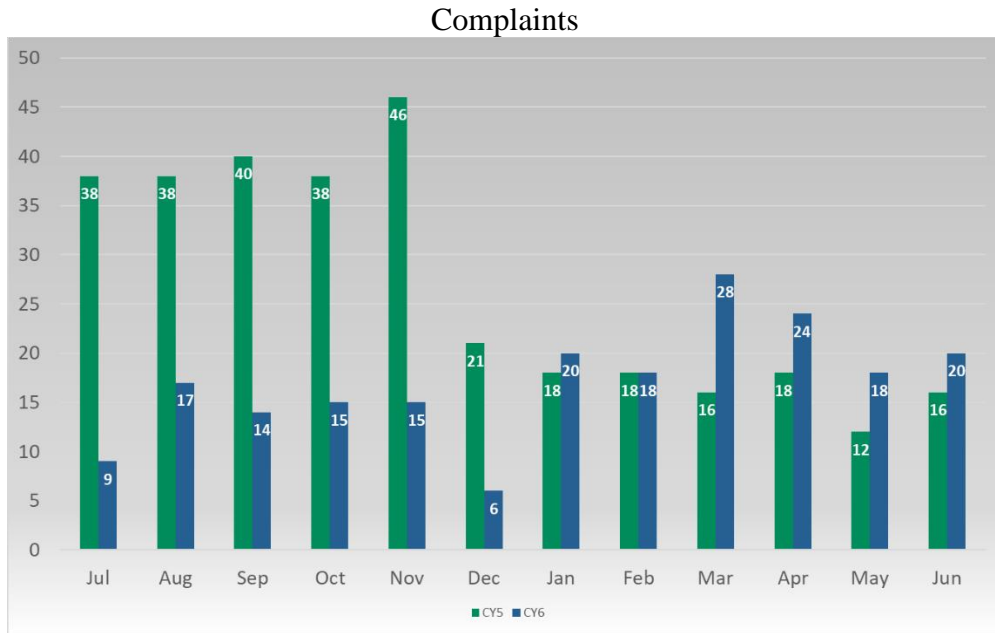
Monthly Average	Q1	Q2	Q3	Q4
Inbound Calls	43,402	42,963	43,461	40,825
Members Served	6,910	6,768	6,787	6,735
Trip Volume	59,855	59,195	58,796	59,795
Trip Completion Rate	98.6%	98.9%	98.8%	98.9%
Ambulatory Trips	44,126	43,815	43,700	44,605
Wheelchair Trips	13,152	12,942	12,615	12,752
Public Transit	570	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

The number of Verida’s inbound calls have remained relatively stable. The majority of inbound calls are members calling to make a trip reservation or to check on the status of their trip. Verida served around 6,800 unique members each quarter which resulted in a trip volume of around 59,000 trips per quarter. Verida ended the contract year with a 98.9% trip completion rate. Most trips Verida completes are ambulatory. The second most used trip type is wheelchair trips. Public transit use is down slightly. Verida has call center initiatives in place to increase public transit use in the coming year. Fuel Reimbursement continues to grow. There are over 100 new participants in the fuel reimbursement program. Active providers and vehicles have decreased slightly due to the nursing facility carve out. However, Verida still maintains a stable and robust transportation network.

Trip Volume



The chart above compares trip volume from contract year 5 (in green) to contract year 6 (in blue). Due to the nursing home and ambulance carve outs that took place in July 2023, Verida has had a lower trip volume in contract year 6.



The chart above shows member complaints compared from contract year 5 (in green) to contract year 6 (in blue). In contract year 6, an average of 99.9% of trips are complaint free. Verida has seen a substantial decrease in member complaints due to an increased transportation network and positive network performance.

Member Experience – Call Center

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%

The chart above shows the monthly overall member satisfaction regarding call center interactions. The day after a member’s interaction with the call center, Verida’s third-party

survey vendor calls the member and asks a series of questions regarding their call center experience. Verida is averaging 97% satisfaction for the Call Center survey.

Member Experience – Transportation Provider

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%

Similarly to the call center survey, the third-party vendor contacts the member the day after their transport and asks a series of questions regarding their transportation experience. The Transportation Provider survey is averaging 96% overall satisfaction. Both surveys are reviewed at the state level and the corporate level to ensure Verida is achieving the highest level of satisfaction. Interactive Voice Response (IVR) transportation experience surveys are also available for members to complete. More than 53,000 of the IVR survey are completed, and Verida maintains a 95% overall satisfaction rating.

Transportation Provider Network

Provider Relations Managers work to grow the transportation provider network. Verida has 75 vehicles in the provider pipeline and is focusing on targeting areas of need to develop providers in areas such as urban areas with high trip volume and rural areas where there may be limited resources. Verida currently has 138 active providers with 1,034 active vehicles.

Provider Safety

Verida completed 2,215 routine vehicle inspections with a 100% pass rate, 946 spot inspections with a 100% pass rate, and 377 wheelchair securement inspections with a 100% pass rate. There were 81 accidents/incidents reported this year. 99.99% of trips were completed without an accident.

Driver Training

Drivers must complete several training modules before being allowed to transport Medicaid members. Verida has partnered with GenTech to train their drivers. Training includes Passenger Assistance Safety and Sensitivity training (PASS), behavioral health training, virtual, online, and hands-on options. Driver training is completed initially during onboarding and then annually thereafter. Training is tracked by the Verida compliance team.

Vehicle Inspections

Verida uses a mobile app to electronically document vehicle inspections. The initial inspection is a 72 point inspection which includes photo documentation. Inspections can be announced or unannounced. Electronic onboarding is completed via the Provider Portal which is a software solution for onboarding and maintaining provider compliance. All data is stored electronically on Eclipse. Eclipse is a software solution that houses and organizes all of Verida's compliance documents.

Partners

Verida uses several vendors for driver training including QBS for Behavioral Incident Prevention Management training, Community Transit Association of America (CTAA) for PASS training, GenTech for training facilitation and coordination, Health and Safety Institute (HIS), Gainsight for a learning management system, and Coaching Systems for defensive driving training.

Program Update

Verida had a 20% reduction in trip volume after the nursing home and ambulance carve-out. In preparation for the carve-out, Verida collaborated with FSSA to create a rollout plan to ensure a seamless transition. Verida contacted nursing homes and dialysis centers to inform them of the upcoming changes, sent provider newsletters, and communicated with all affected stakeholders. Weekly meetings were held between Verida and FSSA to ensure members maintained access to their transportation needs.

PathWays led to a 50% reduction in Verida's daily trip volume. Verida collaborated with FSSA to create a rollout plan and completed many forms of communication to stakeholders. Verida also held internal meetings to ensure the transition was handled properly and members maintained access to transportation.

Verida Pay for Outcomes – Clarissa Loveall

Ms. Loveall explained that the contract year ran from July 2023 to June 2024. Ms. Loveall then discussed the pay for outcome guidelines and NEMT categories.

There are four guidelines that must be considered for Verida to meet their Pay for Outcome goals.

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.

There are nine separate categories that are tracked for the NEMT contract.

- Quality
- Safety
- Call Center
- Transportation Scheduling
- Transportation Requests

- Provider Services
- Member Education and Outreach
- Encounter Data Completeness and Timeliness
- Report Accuracy and Timeliness

Ms. Loveall reminded the commission that the Pay for Outcomes are set up in tiers. For example:

- 100% of withheld funds in the Quality category will be eligible for return if no more than 1% of completed one-way trips have an associated, substantiated member complaint and 99% of complaints are investigated, remediated and closed within 15 business days of receipt.
- 75% of withheld funds in the Quality category will be eligible for return if no more than 1% of completed one-way trips have an associated, substantiated member complaint and 97% of complaints are investigated, remediated and closed within 15 business days of receipt.
- 50% of withheld funds in the Quality category will be eligible for return if no more than 1% of completed one-way trips have an associated, substantiated member complaint and 95% of complaints are investigated, remediated and closed within 15 business days of receipt.

Ms. Loveall then reviewed each category, the metrics associated with each category, and how Verida performed including earned payout.

Quality

Measure	Metric	1st Q		2nd Q		3rd Q		4th Q		Available Payout	Earned Payout
		Achieve	Met	Achieve	Met	Achieve	Met	Achieve	Met		
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		

The first measure is Quality. There are two metrics that Verida must meet for this measure.

The first is that no more than 1% of completed one-way trips shall have an associated valid member complaint. A complaint is any measure of dissatisfaction that was reported to Verida, FSSA, a legislator, or the Governor’s office. For the first and second quarter, Verida had complaints on 0.02% of trips. For the third quarter, Verida had a 0.04% rate and reduced to 0.03% in the fourth quarter. Verida was well below 1% in each quarter and met this metric.

2. The second metric is that the contractor must investigate, remedy, and close 95% of complaints within 15 days of receipt. Verida maintained 100% for all four quarters.

There was an available payout of \$78,071.11. Verida earned all of those funds.

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		

The second measure is Safety.

1. For the first metric, 0% of vehicles used for transport will be out of compliance. A vehicle is considered out of compliance if it is overdue for an inspection or removed from the network due to being out of compliance but is still being used. Verida has met this metric for all four quarters.
2. For the second metric, a contractor will conduct random unannounced, spot inspections on at least 1/12th or 8.33% of authorized vehicles each month per quarter. Verida did not meet this metric in quarter one, two, or four. Thus, overall, Verida did not meet this metric.
3. For the third metric, each quarter, the contractor will conduct at least 75 separate wheelchair securement inspections. Verida has met this goal in all four quarters.
4. For the fourth metric, 100% of transportation providers' drivers who provide services in each quarter shall meet the Contract's licensing and training requirements. It should be noted that this metric is not met if a driver is out of compliance during a random audit or if the driver is still providing services after being noted as noncompliant, but prior to remediation. Verida met the 100% metric for all four quarters.

There was an available payout of \$117,106.67. Verida has earned \$73,191.67.

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		

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		

The third measure is Call Center, which includes 5 measures.

1. First metric is that the quarterly average speed to answer calls shall not exceed 60 seconds. For the first quarter, the average speed to answer a call was 19 seconds. For the second quarter, it was 14.67 seconds. For the third quarter, it was 16 seconds. For the fourth quarter, it was 18 seconds. Verida met this metric in all four quarters.
2. The second metric is that each month, 85% of calls will be answered within 45 seconds or less. For the first quarter, 88.29% of all calls were answered within this time frame. For the second, it was 90.62% of all calls. For the third, it was 91.91% of all calls. For the fourth, it was 89.63% of all calls. Verida met this metric in all four quarters.
3. There are two parts to the third metric. The first part of the metric is that the quarterly lost call (abandonment) rate shall not exceed 5%. For the first quarter, the abandonment rate was 2.15%. For the second quarter, it was 1.81%. For the third quarter, it was 1.44%. For the fourth quarter, it was 2.1%. Verida met this metric in all four quarters. The second part of the third metric is that no calendar week shall have an abandonment rate greater than 7%. Verida met this metric for all four quarters.

4. For the fourth metric, an answering machine, voicemail, or answering service must be available for afterhours calls and 100% of afterhours calls must be returned within the next business day. Verida met this metric for all four quarters.
5. For the fifth metric, 85% of all issues from callers should be resolved on the first call based on random monthly call center surveys. If the 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 business day from the time of contact. For the first quarter, this was accomplished for 96.57% of all issues. For the second quarter, this was accomplished for 98.19%. For the third quarter, this was accomplished for 98.56%. For the fourth quarter, this was accomplished for 96.63%. The Call Center has met this measure for all four quarters.

There was an available payout of \$117,106.67 for this contract year, and Verida has earned the entire payout.

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 fourth measure is Transportation Requests.

1. For the first metric, the contractor shall employ an auto-routing system and shall assign at least 90% of requested trips that qualify for auto-routing to a transportation provider using the auto-routing system within 48 hours of the receipt of the transportation request. Verida met this metric for all four quarters.
2. For the second metric, the contractor shall furnish appropriate transportation, as outlined in the Contract, for at least 90% of valid member transportation requests based on the Contractor’s knowledge of provider no-shows as determined by complaints or other known instance that a trip was not provided as scheduled as detailed in a “missed trips.” For each quarter, Verida was below 90% and did not meet the metrics for this measure.

The State intentionally incentivizes very high percentages for this measure. The calculated rates for this measure include member cancellations and no-shows for all reasons. It can be difficult to determine the factors involved in why a member has cancelled and so for this reason, the State does not allow them to be excluded. This makes it difficult for Verida to achieve the 90% rate. These numbers would look much more favorable if it were calculated without member cancellations and no-shows.

For this measure, there was an available payout of \$117,106.67 and Verida earned \$0.

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		

The fifth measure is Transportation Scheduling.

1. For the first metric, 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. Verida met the 0% metric for all four quarters.
2. For the second metric, 95% of return pick-ups from appointments shall occur within one (1) hour of the time of notification to the contractor. For each quarter, Verida was at or slightly higher than 95%. Verida met this metric for all four quarters.
3. For the third metric, 90% of trips, regardless of traffic or road conditions, shall deliver Members on-time for their appointments. For each quarter, Verida was above 90%. Verida met this metric for all four quarters.
4. For the fourth metric, the Contractor shall require Transportation Providers to notify Members of anticipated tardy pick-ups. This is a pass or fail metric. Verida passed for all four quarters and has met this metric.
5. For the fifth metric, the Contractor shall require Transportation Providers to notify medical service providers of anticipated tardy drop-offs. This is another pass or fail metric. Verida passed for all four quarters and met this metric.

For this measure, there was an available payout of \$117,106.67. Verida has earned the entire payout.

Provider Services

Measure	Metric	1st Q		2nd Q		3rd Q		4th Q		Available Payout	Earned Payout
		Met	Achieve	Met	Achieve	Met	Achieve	Met	Achieve		
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		

The sixth measure is Provider Services.

1. For the first metric, 98% of all claims must be paid within two days by e-claim or thirty days via paper claim. Verida received 100% of all claims paid within these timeframes for quarter 1 but did not meet this requirement in quarter 2, 3, or 4.
2. The second metric is that 70% of claims are submitted electronically. Verida did not meet this metric for all four quarters. It should be noted that this is an aggressive number and dependent on a provider’s willingness to submit e-claims. The goal of this is to incentivize Verida to work with providers on electronic submission solutions. Electronic claims are far easier to process, have fewer errors and result in much faster payments to providers.
3. The third metric is that the “no provider assigned” rate does not exceed 5%. For the first quarter, this was 1.4%. For the second quarter, this was 1.1%. For the third quarter, this rate was 1.2%. For the fourth quarter, this rate was 1.1%. Verida met this metric for all four quarters.
4. The fourth metric is that Verida’s detailed regional GAP report was submitted and approved. This is a pass or fail metric. Verida passed for all four quarters.

For this measure, there was an available payout of \$117,106.67. Verida earned \$21,957.50.

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		

The seventh measure is Member Education.

1. For the first metric, the Contractor shall attempt to contact and educate all Members who do not appear for a scheduled pick up (a “no-show”) within five business days of the reported no-show occurrence. This was completed by Verida for 100% of all occurrences, for all four quarters.
2. For the second metric, Member no-shows will be reduced by at least 20% or more from the level measured in contract year 3. Verida was unable to achieve this metric in all four quarters.
3. For the third metric, the Contractor must create and submit an outreach strategy if they receive more than two complaints from a single facility within three months or five complaints from the same chain of facilities within twelve months. This is a pass or fail metric. Verida passed this metric for all four quarters.

For this measure, there was an available payout of \$39,035.56 and Verida has earned \$19,517.78.

Encounter Data Completeness 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		

The eighth measure is Encounter Data Completeness and Timeliness. There is only one metric for this measure which is the Contractor shall deliver the Encounter Data contemplated by the Contract within 30 days following the month of payment. This is a pass or fail metric. Verida passed for all four quarters.

For this measure, there was an available payout of \$39,035.56. Verida earned the entire amount.

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		

The final measure is Report Accuracy and Timeliness.

1. For the first metric, the Contractor shall furnish reports on or before their due date in the Contract. This is a pass or fail metric. Verida passed for all four quarters.
2. For the second metric, the Contractor shall furnish all reports accurately such that corrections and re-submissions do not occur. This is also a pass or fail metric. Verida failed to meet this metric for all four quarters due to errors in their report submissions resulting in resubmissions.

For this measure, there was an available payout of \$39,035.56. Verida earned \$12,198.61.

Overall Withheld Capitation Results

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

The chart above summarizes the overall Pay for outcomes performance for Verida for year 6 of the contract. There was an available payout of \$780,711.14. Verida has earned \$478,185.58 for this year.

Sen. Ford asked if there was a way to determine who was at fault in the 81 driver incidents this year. Mr. Degliumberto responded that all of that information is tracked and reported. This includes who was at fault and any corrective action necessary. Mr. Degliumberto offered to compile this information to share.

Ms. LaEase asked how Indiana's selected quality measures compare to other states' measures and industry standards. She also asked if there was anything worth tracking that Indiana isn't currently tracking. Ms. Lux said that when the State developed the contract, quality measures from many other states were reviewed. Ms. Lux said Indiana's measures are more robust as far as Pay for Outcomes. She also noted that Indiana tracks a lot more data than just Pay for Outcomes. Pay for Outcomes are just the measures Indiana incentivizes since they have the most impact on serving members.

Sen. Ford asked why complaints increased in quarter 3. Mr. Degliumberto said trips have remained 99.9% complaint free. Quarter 3 complaints were up slightly from prior months and peaked in March at 28 complaints. Complaints are back down to 20 since March but Mr. Degliumberto is not sure what caused the increase. He noted that February has less business days in the month and thus less trips and opportunities for complaints. He said he can provide a breakdown of the complaints by type for each of those months. Sen. Ford asked for examples of member complaints. Mr. Degliumberto said there are many complaint types including the driver was late, the driver was rude, a member was rude, or the vehicle temperature was not comfortable. If a complaint is made regarding the vehicle, a compliance officer will complete a spot inspection. Everything is investigated fully, and an outcome is determined based on the investigation.

Sen. Ford asked why Verida was unable to meet the spot inspection performance metric. Mr. Degliumberto said due to compliance officer turnover, there was confusion over how 1/12th of active vehicles was being calculated and confusion on how the metric was written. Verida achieved one out of every three months because they were looking at the metric from a quarterly basis and not a monthly basis. Verida still completed over 3,500 vehicle inspections this year for over 1,000 vehicles. Each vehicle is inspected multiple times. Sen. Ford thanked Verida for positive member satisfaction, low complaints, and provider safety.

Pay for Outcomes Vote – Lindsey Lux

Lindsey Lux conducted the Pay for Outcomes vote. Verida earned unanimous approval from the present commission members and earned the total payout of \$478,185.58.

Wrap Up/Adjournment

Ms. Lux thanked everyone for their time and provided commission materials.