**Non-Emergency Medical Transportation Update**  Date: May 7,2020

**PROCUREMENT**

* February 27, 2020 the Department of Health Services (DHS) issued its intent to award Veyo, LLC a contract to manage the non-emergency medical transportation (NEMT) services for eligible Medicaid and BadgerCare Plus members.
* March 6, 2020 MTM (current NEMT provider) submitted a protest to the award.
* DHS is reviewing the protest and preparing a response. No timeline stated.
* MTM is supposed to provide services until a new provider is on board.
* The procurement process could take some time. If the protest is denied, MTM could appeal and if the appeal is denied, MTM could take it to court.

**CHANGES DURING COVID-19**

**Network Management**

Multi-loading

* Restricted to only one-member-one-driver
* Exceptions:
  + Children’s Day Treatment and Methadone treatment services, provided that no more than 10 individuals are in the vehicle
  + Families traveling from the same origination, such as a parent with a child

Annual vehicle inspections are being performed virtually throughout the pandemic

Transportation Provider Capacity

* Trip volume is down by almost 35% across all of MTM
* Most providers are still running trips, although some are limiting their routes to recurring trips only
* Network staff are communicating with providers weekly on closures and other changes
* Approximately 12 providers are willing to transport for COVID-related trips
* Complaints are down in the areas of no shows, timeliness, and vehicle quality

Trip Changes

* Providers are cleaning shared surfaces after every trip
* Masks are recommended for all passengers and drivers, in accordance with recent CDC recommendations
* Masks and gloves are provided by MTM to transportation providers willing to transport:
  + Members who are COVID-19 positive
  + Members who are going to test for COVID-19, both traditional and drive through

**Call Center**

Call Volume

* Volume has dropped almost 70% compared to pre-COVID-19
* Average speed of answer in single digits most days
* MTM is already preparing a ramp-up plan for when Safer at Home is lifted
* Using this time to focus on trainings

Work From Home

* Most MTM staff have moved to work from home during the pandemic
* Staff are subject to the same auditing and quality guidelines as if they were in office

Scheduling Process for COVID-Related Trips

* Escalated to a specialty team if the caller indicates that the trip is COVID-19 related
* Only assigned to providers who have been identified as willing to take these trips
* Phone calls placed to the providers for confirmation on trip acceptance
* Please encourage members to be transparent while scheduling so we can coordinate appropriately with transportation providers

Call Back Option

* A new option has been implemented which allows callers to select that they do not want to wait on hold during busy times, but would like MTM to call them back later
* Urgent trips are advised to stay on the line
* Helps prioritize urgent versus non-urgent trips
* Will be especially important once Safer at Home restrictions are lifted and members attempt to take care of missed appointments

**MTM OPERTATIONS UPDATE**

**Interactive Virtual Agent (IVA) Launch**

* IVA launched on March 24, 2020
* Even though call volume is down overall due to COVID-19, overall use of the IVA is promising with 10% adoption
* Almost 70% of callers are verifying HIPAA through IVA
* Current functionality includes:
  + Schedule, reschedule, cancel, and confirm
  + Future functionality includes:
    - Gas mileage reimbursement payment updates
    - Form updates, such as level of need, distance verification, etc.
* Benefits of IVA
  + Customers who prefer to self-serve, now can
  + Adoption rates grow and grow over time
  + Simple tasks are performed during times where the customer normally is on hold
  + Improved technology for a more tech savvy world
  + Increased automaton frees up agents to deal with the more complex and difficult situations