DRAFT Nevada Transportation Provider (TP) Manual

MTM
Medical Transportation Management, Inc.

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Glossary

Americans with Disability Act (ADA) – Federal law that provides protection from discrimination to individuals who are "regarded as having a physical or mental impairment that does not substantially limit major life activities.

ADA Paratransit - Transportation Services defined by the ADA which mandate that Public Transportation agencies provide door-to-door services for disabled Medicaid Enrollees.

Appropriate Mode of Transportation -The most cost efficient type of transportation that best meets the physical, medical or behavioral circumstances of a Medicaid Enrollee requiring transportation to a medical care provider or service including ambulatory vehicles, wheelchair vehicles stretcher vehicles, private providers such as taxis, and Public Transportation.

Attendant - A person paid by the transportation service provider to accompany the Medicaid Enrollee in the vehicle in addition to the Driver, who assists in transporting a passenger to ensure his or her safety.

Centralized Call Center - The Broker provided customer service support 24 hours per day equipped to receive, assign, and schedule transportation requests.

Medicaid Enrollee - A person who received a Medicaid service while eligible for the Medicaid program. People may be Medicaid Eligible without being Medicaid enrollees.

Covered Transportation Services - non-emergency trips to and from medical service locations (i.e. doctor offices, clinics, day treatment centers, rehabilitation facilities).

Developmental Disability - Mental retardation or a related condition; A severe, chronic disability manifested during the developmental period before age 22, which results in impaired intellectual functioning or deficiencies in essential skills.

Holidays - Holidays observed by the State of Missouri including Martin Luther King's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Years Day.

Escort - A person permitted to accompany an eligible Medicaid Enrollee or groups of Medicaid Enrollees during the delivery of Transportation Services at no cost to the Broker or the transportation service provider.

Exceptional Transportation Services - Non-emergency transportation service necessary under extraordinary medical circumstances that require travel out-of-area, including air and other ground travel, for health care treatment not normally provided through health care providers.

Grievance -A complaint, which cannot be resolved to the Medicaid Enrollee's satisfaction or an issue presented by the Medicaid Enrollee to the Broker in writing for formal consideration.

Managed Care - A system in which the overall care of a patient is overseen by a single provider or organization. Many state Medicaid programs include Managed Care components as a method of ensuing quality in a cost efficient manner.

Managed Care Organization (MCO) - An entity, which provides or contracts for Managed Care. MCOs include entities such as HMOs and Prepaid Health Plans (PHPs).

Medicaid - A joint federal-state entitlement program that pays for medical care on behalf of certain groups of low-income persons. The program was enacted in 1965 under Title XIX of the Social Security Act. Also known as Medical Assistance, this is a health care program for low-income and other medically needy persons. The Medicaid program pays for transportation to non-emergency medical appointments if the Medicaid Enrollee has no other means to travel to the appointment.

Medicaid Eligible - This term is used in reference to persons who, after going through a certification process, become eligible to receive services and other assistance under the auspices of the Medicaid program. The term does not include persons who could be eligible for Medicaid (e.g., meet all income and asset criteria tied to eligibility) that are not enrolled in the program.

Network - All contracted Transportation Providers in the broker system providing covered transportation services to Medicaid Enrollees. The Broker's Network Management staff handles the recruitment of Transportation Providers that make up the Network.

Network Provider – A transportation service provider, an individual or organization, with an executed Transportation Provider Service Agreement with the Broker.

Non-Covered Transportation Services - NET services not covered under this contract include transportation to any service not covered through a program or emergency ambulance transportation.

Paratransit - Type of passenger transportation that is more flexible than conventional fixed- route transit. Paratransit includes demand-response Transportation Services, subscription bus services, and shared-ride taxis. Most often refers to wheelchair-accessible, demand-response van service.

Medicaid Enrollee File - A record of the Transportation Services requested and provided by a Medicaid enrollee and any other transportation related matters such as grievances or complaints; the Medicaid enrollee file is maintained by the Broker.

Prior Authorization - A required authorization to be obtained by the Medicaid Enrollee from the Broker prior to the delivery of Non-emergency Transportation Services.

Round Trip - A trip to a place and back usually over the same route.

Transportation Provider -Any business entity under contract with the Broker to provide Non-emergency Medical Transportation Services. (See Network Provider)

Transportation Provider Service Agreement (TPSA) -The signed written contractual agreement between the Broker and the direct provider of Transportation Services.

Transportation Services -The Appropriate Mode of Transportation that can suitably meet the FFS Eligible Medicaid enrollee's medical needs.

Unlinked Passenger Trip – A one-way movement of a person or vehicle between two points. Many transit statistics are based on "Unlinked Passenger Trips," which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination and has to transfer to yet another vehicle to complete the journey home has made three Unlinked Passenger Trips.

Urgent Care - An unscheduled episodic situation requiring Non-emergency Transportation Services, in which there is no immediate threat to life or limb, but the Medicaid enrollee must be seen on the day of the request and treatment cannot be delayed. Urgent Care also includes a Medicaid enrollee's discharge from a hospital.

What does MTM do?

WHO are we?

We are MTM- Medical Transportation Management, Inc. - leaders in the Non-emergency Medical Transportation Management industry.

WHAT do we do?

We arrange rides for Medicaid enrollees of health plans and state run programs like Medicaid and Medicare. The rides are provided by the most appropriate means, which includes public transportation, livery, ambulette, stretcher van, and non-emergency ambulance.

WHEN do we arrange rides?

MTM arranges the ride after the appointment has been scheduled by the Medicaid enrollee and in accordance with their plan's specific days-notice policy. The Medicaid enrollee must call to arrange a ride 72 hours in advance of their appointment. The urgent nature of the appointment, along with the number of times the Medicaid enrollee has been educated on the days-notice policy, could determine whether the Medicaid enrollee is required to reschedule their appointment.

WHERE do we arrange rides?

We arrange rides for clients in 29 states within each client's program service area and with specific distance limits. Rides are for medical appointments and, if offered by the plan, non-medical appointments.

HOW is transportation arranged?

All appointments are arranged through "call intake" and "screening." Trip information is entered into a system called the NET Management System. Each "trip request" is arranged using the most appropriate means of transportation based on the Medicaid enrollee's medical condition and mental capacity. The trip is then sent in an electronic download format to the transportation provider.

WHY do we do what we do?

We care about improving the health of our client's Medicaid enrollees. MTM has a sincere desire to make sure that everyone gets to their medical appointments, on time and in a safe manner. That's what motivates MTM to provide quality transportation service of the highest caliber. MTM's mission statement says it best:

"Helping People Access Healthcare through Quality Transportation Management"

MTM History

In 1995, Peg Griswold co-founded MTM with her husband, Lynn Griswold after realizing the difficulty Managed Care Organizations (MCO), state and local governments and health care facilities had in arranging transportation services for Medicaid and Medicare enrollees. Ms. Griswold's vision would ensure that more people had access to health care through quality transportation services delivered by local transportation companies. She has 26 years experience working in the social services, health, and behavioral health fields. Through Ms. Griswold's efforts and vision, MTM set industry standards for quality. Ms. Griswold currently serves as the Chairperson of MTM's Board of Directors. Mr. Griswold serves as the Vice President to the Board of Directors.

We process over 3.5 million calls annually. We accomplish this through our six (6) Customer Service Centers, two in Missouri and one each in Virginia, Minnesota, South Carolina, and Washington DC.

MTM schedules more than 7 million trips each year, serving more than 3.5 million Medicaid and Medicare enrollees for Managed Care Organizations (MCOs) and state and county governments.

MTM Departments

MTM carries out its proven processes through eight core departments:

1. Accounting and Finance
2. Business Solutions Group (BSG)
3. Client Services (CS)
4. Customer Service Center (CSC)
5. Network Management (NM)
6. Quality Management (QM)
7. Technology Infrastructure (TI)
8. Utilization/Care Management (UCM)

Accounting and Finance Department

The Accounting and Finance Department manages all financial aspects of MTM's transportation program and consists of the following: Accounting and Finance, Trip Reconciliation, and Bus/Reimbursement. This department works to ensure efficient payment of transportation providers by working directly with them to, ensure accurate and timely completion of trip reconciliation. Additionally, the department mails, processes and accounts for all bus tokens and passes mailed to Medicaid Enrollees.

Business Solutions Group (BSG)

MTM has a highly trained technology department responsible for MTM's NET Management System, including the identification and delivery of business information and business system solutions, including, but not limited, to management reports, data and information analysis, and business process improvement. This department is responsible for the IT and information services requested by our clients, transportation providers and other partners/subcontractors. Business Solutions performs all database management functions including coordination of production data processing and reporting for clients and MTM staff, Electronic Data Interchange (EDI), system enhancements, data analysis, and HIPAA compliance related to data transmission.

Client Services (CS)

The hallmark of MTM's business is our exceptional Client Services Department. Client Services staff stays apprised of state Medicaid requirements through a continuous internal training process. The department's primary responsibility is the management of the program, which includes being a ready resource to our clients and making changes to staffing, processes, and procedures when necessary to meet contract requirements and client expectations.

Customer Service Center (CSC)

MTM bases our CSC call statistics on NCQA (National Committee of Quality Assurance) standards. We operate Six Customer Service Centers in St. Louis, Missouri, Pulaski, Virginia, Topeka, Kansas, St. Paul, Minnesota, Anderson, South Carolina, and Washington DC. Through these customer service centers, we process over one million incoming calls, scheduling roughly 3.4 million trips annually. We hire and train professional-minded Customer Service Representatives (CSRs) to offer the highest-quality service. We provide ongoing training and monitor CSR performance to ensure compliance to client protocols and MTM standards. We provide high-quality trip reservation (or call intake) with industry-leading Cisco Systems CallManager call processing application. Through this system, we monitor Customer Service Center operations and provide minute-by-minute data for trending analysis and staffing adjustments.

Network Management (NM)

MTM's Network Management Department identifies, recruits, and credentials transportation providers in the service area in order to obtain the highest quality transportation network that is capable of sustaining our client's needs. This includes public transit, sedan, wheelchair equipped vehicles, and stretcher van. MTM has a proven methodology for identifying, recruiting and contracting qualified transportation providers. We have successfully applied these processes and currently contract with over 500 transportation providers throughout our national service area. Once a network is in place, our experienced Network Management staff monitors the network for adequate coverage of vehicles and modes (sedan, wheelchair lift, etc.). The department also monitors all required documentation such as licensure, background checks, certifications, insurance requirements, and vehicle inspections to ensure these remain current.

Quality Management Department (QM)

MTM's Quality Management Department oversees and monitors all aspects of MTM's operations across all departments to ensure our clients receive the highest quality of service achievable. The Quality Management Department executes MTM's formal Quality Management Program and Work Plan. The scope of the QM Program includes: credentialing of providers, audits, and site reviews to ensure provider compliance with MTM Provider Guidelines, management of Medicaid Enrollee, DOH, and provider complaints/grievances, fraud and abuse investigation and reporting, incident and accident monitoring and reporting and prevention, systematic oversight of Customer Service Centers, and subcontracted entities, as well as monitoring and evaluation of administrative services.

MTM's Compliance Program speaks directly to our dedication to the services we provide. MTM monitors systems of compliance through internal mechanisms focused on examining business processes, which evaluate MTM's ability to comply with internal and external requirements. MTM's

focus is on a discipline of continuous improvement. The Compliance Program conducts ongoing internal audits to discover actual activity within the organization, which enables objective decision-making and alerts managers to direct the resources towards the right issues. Learn about potential problem areas before they become burning issues and identify failure points within a process. In turn, so corrective actions can be implemented in a timely manner in order to determine the effectiveness of controls within a process.

Technology Infrastructure (TI)

MTM's Technology Infrastructure (TI) department is responsible for the technology systems infrastructure and operational support of MTM business operations including TI service desk, network (LAN & WAN) administration, system health monitoring, telephony system management, system/business continuity, and information security/privacy. The department serves internal and external clients to ensure all systems function optimally. Having a dependable technology infrastructure such as MTM's is no accident, but requires strategic planning and a dedicated staff to support it, along with a commitment to implementing qualified improvements. MTM invests in the company's technological infrastructure to ensure our clients receive the best service possible. For example, in 2001, MTM invested just over $1 million upgrading our telephone system to increase efficiency and reliability. This upgrade consisted of implementing Cisco Systems CallManager call-processing application. It utilizes state-of-the-art Voice over Internet Protocol (VoIP). VoIP enables MTM to provide more cost-effective trip request processing than customer service centers that operate over traditional telephone lines.

Care Management (CM)

MTM was founded on the principles of increasing health care access by providing quality transportation services to special needs groups. From this knowledge, MTM designed the transportation management industry's first Utilization/Care Management Department. This department gives case managers a single point of contact when scheduling NEMT transportation. The Care Managers work one-on-one with health-plan care managers, social workers, and facility staff in booking critical trips for their Medicaid Enrollees. Care Managers coordinate trips for dialysis, chemotherapy, high-risk obstetrical care, behavioral health services, transplants, hospital discharges, and other specialized services. The Care Manager may also coordinate meals and lodging as a Medicaid Enrollee's needs or circumstances dictate.

In addition to the above departments, MTM has a fully staffed Human Resources and Administration Department to assist in the hiring, employee training programs, ensuring employee rights and confidentiality are maintained and benefits administration for MTM employees. This department also provides important administrative functions to ensure the smooth operation of MTM.

How do I Contact MTM?

Transportation Manager
Frank Tarantino
(636) 561-5686 Ext. 5593
ftarantino@mtm-inc.net

Corporate Office
MTM, Inc.
16 Hawk Ridge Drive
Lake St. Louis, MO 63367
Local (636)561-5686
Toll Free (888)561- 8747
Fax (800)459-6224

Area Liaison
Damion Frederick
(636)561-5686 Ext. 5635
dfrederick@mtm-inc.net

MTM Transportation Provider Hotline:

(866)892-3997

When to call the Transportation Provider Hotline:

- A Medicaid Enrollee no show
- If the driver is running late
- If the TP has any questions about a trip
- To check the status of a trip
- Confirming trips for a given day (if fax machine went out)
- Report new numbers or contact info. change
- Report complaints against a Medicaid Enrollee
- Operator errors or misinformation (i.e. trip says Medicaid Enrollee in wheelchair but sent to ambulatory provider)

MTM's Quality Management Program

MTM's Quality Management and Network Management Departments are dedicated to ensuring quality transportation by tracking trends and overall MTM service and transportation programs that address quality of care, access, and utilization issues. There are several major components of this program:

- ***Quality Management Program*** - The purpose of the MTM Quality Management Program is to provide an organized schedule of activities for monitoring, evaluating, and reporting transportation service trends. These activities ultimately provide continuous improvement of transportation and other services.

  For transportation providers the Quality Management Program focuses on customer satisfaction, late pick up and drop offs, Transportation provider no-shows and continuous monitoring of transportation provider services, as well as other service standards. Transportation provider service standards are continuously monitored for compliance to performance standards that also ensure accessibility and safety of transportation services for passengers.

  The QM Program includes provider credentialing/re-credentialing, process audits, and site reviews to ensure transportation provider compliance to MTM Transportation Provider Guidelines.

  MTM establishes a Provider Advisory Committee (PAC) in each state of operation. This committee is a sub committee of the Quality Management Committee (QMC) and functions as an advisor liaison between MTM and the local network of transportation providers. MTM discusses policies and new programs with the members of the PAC for advice and resolutions to issues. PAC meetings are held on a quarterly basis. The PAC provides a forum for transportation providers to present ideas, concerns, and suggestions to MTM.

- ***Complaint Management –*** Everyone who is touched by MTM transportation program can file a complaint. We view complaints as a way to further enhance our services to the community.

  Every complaint MTM receives is logged, thoroughly investigated, and resolved. When a complaint is filed, a Quality Service Coordinator (QSC) contacts all the involved parties including the transportation provider. **Please see Section: How to file a Complaint.**

Each month the Network Management Department reviews the number of complaints each transportation provider has received. This data is reported to you in your monthly performance report. Complaints can trigger on-site inspections, corrective action plans and termination from the network.

MTM recognizes that not all complaints are substantiated. If upon investigation a complaint is found to be unsubstantiated, the transportation provider receives a summary listing all unsubstantiated complaints for the month. Unsubstantiated complaints are *not* counted on the monthly Performance Report. If the transportation provider finds a complaint on the performance report that was unsubstantiated, the QSC is notified and documentation provided. The adjustment is made and an updated report will be sent.

The transportation provider has the right to appeal an MTM decision to count a complaint. To appeal, the transportation provider must provide the QSC with all documentation to substantiate the appeal. The appeal is reviewed by the MTM Quality Management Committee for a final decision.

If you would like to file a complaint or an appeal please call (866)436-0457.

- ***Medicaid Enrollee Incident Reporting –*** MTM believes drivers are the "eyes and ears" for our clients. If you encounter a difficult passenger or notice inappropriate behavior, MTM encourages you to report such incidences to MTM. A monthly report is created and sent to the client along with the Complaint Report. The client will educate and conduct outreach to improve the behavior. You may contact your Quality Service Coordinator, Area Liaison, or Network Management Representative to report an incidence. *See (S-13) sample of the "Complaint/Compliment/Incident Report" in tab labeled "Samples". See (E-6) example of the monthly "Complaints Report" in tab labeled "Examples".*

- ***Fraud and Abuse Detection and Prevention –*** MTM's Fraud and Abuse Prevention Program entails monitoring the activities of passengers and transportation providers. MTM is proactive in our approach to prevent fraud or abuse. In the event that we uncover incorrect billing practices by a transportation provider, we conduct transportation provider education and may recoup funds.

MTM investigates all concerns received from internal and external sources. When a Medicaid Enrollee or transportation provider is involved in suspected or confirmed fraud or abuse, MTM reports this activity to the Quality Management Committee so that a suitable Corrective Action Plan (CAP) can be developed. Transportation Providers are required to adhere to the CAP.

If you believe a Medicaid Enrollee is committing fraud or abusing the Non-emergency Transportation Program please contact MTM at (866)436-0457.

- ***Accidents (Risk Management Program)*** - The Risk Management Program entails the management of risk in the activities undertaken to administer MTM services. Transportation Providers are required to report all accidents and incidents to the QSC. In addition, a police report and current Department of Motor Vehicle (DMV) report is required for all vehicle accidents.

- ***HIPAA*** - MTM is responsible for ensuring that all transportation providers maintain the confidentiality of passenger information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Transportation providers are required to institute policies and procedures to ensure their staff and drivers maintain confidentiality of passengers Protected Health Information (PHI).

HIPAA

As you are contracted with MTM to provide non-emergency medical transportation, you may have, from time to time, reason to learn of and handle Protected Health Information (PHI) that is protected under the Health Insurance Portability and Accountability Act of 1996. As part of our contract with you there is a section that explains and commits you to following the rules and laws governing the treatment of PHI and other confidential information. This section of the contract is copied below to remind you of the serious nature of handling such material.

> The U.S. Department of Health and Human Services ("HHS") enacted new regulations (the "Regulations") under the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (the "Act") [the Act and the Regulations sometimes referred to collectively as "HIPAA"]. These Regulations require health care providers, health plans and health care clearinghouses (individually, "Covered Entity" and collectively, "Covered Entities") to maintain the privacy/confidentiality of Protected Health Information (PHI) which they receive or obtain from their patients or covered persons or which they review or create for their patients or covered persons.
>
> These same Regulations require Covered Entities to obtain written assurance from the businesses to whom they disclose PHI ("Business Associates") that such Business Associates will maintain the privacy/confidentiality of any PHI provided to them by the Covered Entities and otherwise comply with the requirements of HIPAA applicable to Business Associates. In addition, these Regulations require Business Associates to obtain from those businesses to whom they disclose PHI written assurance that they will maintain the privacy/confidentiality of any PHI provided to them by the Business Associate and otherwise comply with the requirements of HIPAA.

MTM contracts with State, County, health plans, and other health care providers as defined by HIPAA, to provide non-emergency, non-emergent ambulance medical transportation services, central intake and dispatch services and utilization review reports and services for these clients and the individuals/patients covered by such client ("Covered Persons"). In connection with our provision of such services, we receive or obtain from our clients or the Covered Persons or review or create for the Covered Persons or the clients, PHI regarding the Covered Persons ("Covered Person PHI"). As a result, we are a Business Associate of each client with whom we contract.

MTM requires its subcontracted transportation providers and other subcontracted entities to comply with the requirements of HIPAA applicable to Business Associates.

MTM requires its employees, agents and independent contractors ("Workforce") to adhere to the restrictions and conditions regarding Covered Person PHI.

MTM will not disclose Covered Person's PHI to any member of our Workforce, unless the individual is advised of his/her obligations under HIPAA and the consequences of a violation of these obligations, including disciplinary action against any member of our workforce that uses or discloses Covered Person PHI in violation of this Section.

Frequently Asked Questions

What is Network Management?

MTM's Network Management staff specializes in working with and maintaining positive relationships with you as transportation providers. We work with all types of companies including public transportation companies, for-profit, and non-profit agencies. MTM staff works to improve existing services and build on the positive efforts and businesses of each of your companies. At the same time, MTM applies its own proven quality standards to increase passenger safety and reduce risk.

Included in the functions of the Network Management department are developing a locally based transportation network, and making on-site inspections of vehicles, driver records, background checks, driver training records, record keeping, and office procedures. Each transportation provider will receive a time limited plan for meeting all MTM requirements.

The entire Network Management staff is dedicated to assisting transportation providers. We have highlighted several areas and resources in this section, where we believe you will have interest and where you may have questions: These are:

- What is included in the Transportation Provider Relations Program?
- What is required at a Site Visit?
- How do my Network Management Representative and Area Liaison assist me?
- Why are criminal background checks important and required?

Documentation of many aspects of your operations is important, and in many cases, required. Included in tab labeled "samples" are copies of two forms which are required:

- Driver Information Form (S-1) – must be completed each time you hire or terminate an employee that drives. This form must be faxed to your MTM Area Liaison.
- Vehicle Information Form(S-2) – must be filled out completely when you add or delete a vehicle to or from your fleet, and must be faxed to your MTM Area Liaison.

What is included in the Transportation Provider Relations Program?

The Transportation Provider Relations Program goal is to build strong, quality, reliable safe network for the Medicaid Enrollees we transport. We do this in several ways:

- Transportation Provider Relations Visit:
  Transportation providers are visited throughout the year to review performance indicators, and to verify that driver and vehicle data are current. MTM Area Liaisons will also conduct follow up visits to verify correction of non-compliance issues. These visits may also be educational in nature when clarification or assistance is needed on various issues.
- Special Site Visit:
  MTM Area Liaisons visit the transportation provider's location to discuss any problems or concerns, and audit their operation for compliance with MTM's requirements. Education, clarification, or assistance on various issues is given when needed.

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How does my Area Liaison assist me?

Area Liaison

The Area Liaison is focused on the on-site visits to help ensure the transportation provider is meeting all the necessary requirements, such as, criminal background checks on all drivers, driver training including defensive driving, passenger assistance techniques and First Aid, vehicle inspections, safety procedures, insurance, proper billing processes, and trip documentation.

If you have any questions or concerns please call:

Area Liaison

Damion Frederick
(888)-561-8747 Ext. 5635
dfrederick@mtm-inc.net

If you are unhappy with the level of service your dedicated Liaison is providing please call:

Amy Mueller, Manager, Network Management
(888)-561-8747, Ext. 5589
amueller@mtm-inc.net

What are the Medicaid Enrollee's responsibilities?

- When Medicaid Enrollees call to schedule transportation to medical appointments, they must provide: Medicaid ID #, pick up address, telephone number, date of birth, date, time, place, and type of appointment(s), doctor's name, facility name, address, and telephone number to verify appointments.
- Medicaid Enrollees should schedule transportation services for routine medical appointments at least five (5) business days in advance with the exception of urgent care trips or discharges. If the Medicaid Enrollee calls for urgent/same day trips, MTM is responsible for calling the medical provider to confirm urgency and set the trip up according to guidelines.
- Medicaid Enrollees will be assigned to the type of transportation that is most appropriate to their needs in the following order:
    - ✓ Ambulatory (sedan/van/minibús, etc) includes wheelchair transfer
    - ✓ Wheelchair lift equipped vehicle
    - ✓ Stretcher (Medicaid Enrollee needing to lay in a prone position but not in need of medical assistance)
- Medicaid Enrollee may use transportation services for approved services only.
- Medicaid Enrollees should attempt to use the closest appropriate facility unless a health care provider has referred the Medicaid Enrollee outside of the immediate community.
- Return trips are only provided from the authorized point of drop-off.
- The transportation provider must pick up the Medicaid Enrollee within one hour from the time the Medicaid Enrollee calls for the return ride or "will call" trip.
- Medicaid Enrollees must await pick up in an area where that is a pre-arranged 'look-out' position. This is not necessarily outside, but an area that allows easy and speedy access to the pick-up vehicle. The vehicle will not be required to wait more than 10 minutes.
- For verification purposes, Medicaid Enrollees must sign a "driver's log" for each trip taken. In lieu of Medicaid Enrollee signature, MTM will accept the signature of one of the following:
    - ✓ Parent or guardian
    - ✓ Medical provider
    - ✓ Care giver
- Transportation is covered for Medicaid Enrollees that live in the State of Nevada.

What happens when a passenger calls MTM for a ride?

The request for transportation begins when an MTM passenger or their representative (family member, social worker, case manager, nurse, etc.) calls MTM's Customer Service Center to request transportation to a covered service. The Customer Service Representative (CSR) completes a computerized passenger intake worksheet. MTM's Non-Emergency Transportation (NET) System allows for full documentation of all trip requests. The system determines the most appropriate mode of transportation based on the information entered in real-time through trip intake screens.

The CSR processes the transportation request as follows:

1. **Determination of Eligibility**
2. **Availability of a Suitable Mode of Transportation**
3. **Necessity of Trip**
4. **Education of Caller**
5. **Special Needs**
6. **Transportation provider Selection**

Transportation providers are assigned trips based on the pick up and destination zip codes of the transportation requests, cost and vehicle capacities of the transportation providers. The passenger's needs are assessed to determine the most appropriate mode of transportation.

- The system identifies transportation providers who service these locations.
- The MTM NET Management System automatically determines the transportation provider servicing the specific zip codes. If the first, most appropriate transportation provider is unavailable to take the trip, the system awards the trip to the second, most appropriate transportation provider.
- If the second, most appropriate transportation provider is unavailable to take the trip, the system awards the trip to the third, most appropriate transportation provider. This process continues until the transportation is arranged.
- The selected transportation provider receives a system-generated fax or Electronic Trip Download (ETD) with the trip detail as documentation and verification of the trip assignment. On a daily basis the NET Management System automatically sends a daily summary trip log to transportation providers who have been assigned trips. *See examples of the Trip Fax Sheet(E-4), the Daily Summary Trip Log (E-5)and Electronic Trip Download (S-14)in tab labeled "examples".*

7. Results of Intake

The CSR documents if transportation is approved or denied, the mode of transportation if approved, and the date or dates of service. The MTM NET Management System assigns a unique approval number. The name of the transportation provider and type of transportation selected for the trip request is noted in the MTM NET Management System and given to the passenger.

What happens if someone files a complaint against my driver or company?

A Complaint means an expression of dissatisfaction about any matter other than an action, as ”action" is defined in this section. Possible subjects for complaints include, but are not limited to; aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect the Medicaid Enrollee's rights.

Substantial complaint means a request for review of the following actions:

- The denial or limited authorization of a requested transport;
- The reduction, suspension, or termination of a previously authorized transport;
- The denial, in whole or in part, of payment for a transport;
- The failure to provide transportation services in a timely manner, as defined by the state;
- The failure of the contractor to act within the timeframes provided in this RFP.

If you have a complaint about our services, about how you were treated by our staff or a driver, or about our policies and procedures, we encourage you to let us know. We will record your complaint, investigate it and respond to you within three (3) business days. To file a complaint, you may call (866) 436-0457.

You have the right to file an appeal on any decision as a result of the complaint filed against your company. If you wish to file an appeal you must send the appeal in writing within five (5) business days following the notification of the decision.

- The appeal may be filed by the transportation provider or the transportation provider’s authorized representative.
- All appeals are filed either with the Appeals Committee and/or State agency.
- The Manager of Quality will perform the initial review of the appeal using applicable statutory, regulatory, and contractual provisions, as well as MTM’s written policies.
- The Appeals Committee composed of MTM’s members of the Executive Management Committee and department directors or managers as appropriate will meet to make a decision.
- Transportation providers or their authorized representatives will have the opportunity to present their case in person if requested to the Appeals Committee.
- A corrective action plan may be included as part of the appeal’s resolution.
- A final decision will be reached within sixty (60) calendar days of receipt of the appeal with extensions possible if approved by the Appeals Committee.
- A final written report will be issued and delivered by certified mail.

How will I be paid?

To be paid for your transportation services, you must first be enrolled in the Nevada State Medicaid Program.

For further details, contact your Regional Representative at Computer Sciences Corporation (CSC) at 800-343-9000.

General Questions

Where can I get the Defensive Driver training for my drivers?

A. Several courses have been approved by MTM to meet this requirement. AARP offers a course titled “55Alive” through their Driver Safety Program. The National Safety Council (NSC) has four courses that are approved by MTM. The “DDC-PC” course can be taken online. They offer the “DDC Video Self Instruction” kit and the “Self Instruction on CD-ROM” that allow you to take the course at times convenient to you. They can present the “DDC-8/6” to you in a classroom setting. The completion certificates awarded by these groups provide the required documentation of DD training. Contact your MTM Provider Area Liaison to discuss which option may be best for you.

Where can I get Basic First Aid Training for my drivers?

A. First Aid training must be given by a certified instructor from a recognized organization such as The American Red Cross, The American Heart Association, The National Safety Council, etc. These groups provide training at their own facilities, or may work with local groups such as hospitals, Fire Districts, YMCA, etc. The completion certificates awarded by these groups provide the required documentation of the training.

Where can I get Emergency Procedures and the Passenger Assistance training for my drivers?

A. Suggested training activities may be a combination of reading materials, film or video media presentations, verbal instruction by a certified instructor, and on-the-job training. You can obtain tapes through the ADA or American Red Cross and/or various training tape companies on the internet.

Where can I get Wheelchair Securement training needed for my drivers?

A. Training tapes can be purchased from most suppliers of paralift equipment. Personalized training from someone on your staff with experience can also be utilized. MTM highly recommends a combination of the use of both video and personalized training. Documentation of the date and type of training received is required.

Where can I obtain blood borne pathogen spill kits that are required in all vehicles?

A. There are several kits available with varying contents. At a minimum, the kit should include latex gloves, an absorbent material, some type of brush or scraper, a bag for disposal of the spill, and a disinfectant for cleanup. Some kits include items such as aprons and face shields, but these items are not required. Kits can be obtained from some pharmacies, medical supply firms, etc. Kits can also be obtained from MTM, with prices around $8 including shipping.

If I have a driver(s) who only drives occasionally to help out, do I need to get the background checks and have them complete the training?

A. Yes. Any driver who transports passengers for MTM must have the statewide criminal background check and complete all required training and be on the list of approved drivers with MTM. Using a driver who does not meet these requirements will result in disciplinary action and possibly termination from the Transportation Provider Network.

TRIPS

Who do I call if a passenger needs to add an extra stop to their return trip?

A. All extra stops must be approved by MTM. The passenger should contact the appropriate transportation line to arrange the extra leg of the trip. The Transportation Provider may, at their discretion, contact MTM's transportation line at 1-877-361-9791.

What do I need to do if I can't take a trip that has been awarded to me?

A. If the trip is less than 24 business hours away, you need to contact the appropriate Transportation Provider Hotline number found in the upper right hand portion of the Faxed Trip Sheet (labeled "Voice"). If the trip is still more than 24 business hours away, you should write "CANCEL" on the Faxed Trip Sheet and then fax it to the number listed on the Faxed Trip Sheet. The transportation provider hotline number is 877-892-3997 and the fax number for cancellations or turnbacks is 866-652-3128.

What do I do when the weather is bad and I don't feel it is safe to transport?

A. You will need to do several things:

1) Call the passenger and explain that you do not feel it is safe to transport them to their appointment.
2) Tell the passenger you will inform MTM and ask if they would like to have MTM find another means of transportation. If the passenger still wants to attend the appointment, tell them you will inform MTM that alternate transportation is desired.
3) If the passenger wants to cancel their appointment, tell them they will need to call MTM to arrange transportation when they reschedule.
4) If the trip is less than 24 business hours away, you will need to contact the Transportation Provider Hotline number found in the upper right hand portion of the Faxed Trip Sheet (labeled "Voice").

What do I do if a passenger or someone at a medical facility informs me that a regularly scheduled (dialysis, mental health) appointment time or dates are incorrect or have changed?

A. Call the Transportation Provider Hotline and report the change.

What do I do if the Faxed Trip sheet information is incorrect or incomplete?

A. Contact the Transportation Provider Hotline. They can help with getting the information corrected.

Additional Passengers. Do I have to take them?

According to the Faxed Trip Sheet there was to be one other person riding with my passenger, but when I arrived to pick them up, the passenger now has three people to ride along. What do I do?

A. Call the Transportation Provider Hotline for authorization **prior** to transport.

Who should I notify if I change my address, phone number or fax number?

A: You should notify your Network Management Representative immediately. They will pass the information on to all other departments.

Can I use a vehicle that is more than 10 years old?

A: No, MTM will only accept vehicles that are less than 10 years old into the network. If you utilize a vehicle not approved by MTM you will not be paid for those trips and you may be terminated from the network.

Additional Resources

Training Resources

Defensive Driving (training should include one of the following courses)

AARP - www.aarp.org or call 1-888-227-7669

1. 55-Alive Driver Safety Eight (8) hours over two days in classroom. Approximate cost is $10.

National Safety Council - www.nsc.org or call 1-800-621-7619

1. DDC-8/6 Training Class Eight (8) hour classroom instruction. Approximate cost is $50.
2. DDC-PC Online Training Self-paced PC instruction. Approximate cost is $45.
3. DDC Video Self Instruction Self-paced video kit. Approximate cost is $125.
    a. Includes video course & 1 workbook for first driver
    b. Extra workbooks are approximately $16 (one required for each driver)
4. Self-Instruction CD-Rom Self-paced CD-Rom kit. Approximate cost is $500.

Self Developed In-house Training Program

Contact your MTM Area Liaison for requirements of this option.

If you have trouble navigating the National Safety Council website in search of the approved Defensive Driving Courses found there, the following instructions will help you locate them.

DDC-8/6 Training Class

1. Go to the www.nsc.org home page.
2. In the “Search” field, enter “DDC 8/6” and click on “Go”. This takes you where you need to go.
3. Follow the prompts.

DDC-PC Online course

1. Go to www.nsc.org home page.
2. In the “Search” field, enter “DDC-PC” and click on “Go”. This takes you where you need to go.
3. Follow the prompts.

DDC Video Self Instruction Complete Kit

1. On the www.nsc.org home page, click “Products” at the top of the page.
2. In the “Search” field, enter the Number 33108-2222 and click on “Go”. This takes you where you need to go.

DDC Self-Instruction (CD-ROM Kit)

1. On the www.nsc.org home page, click “Products” at the top of the page.
2. In the “Search” field, enter the number 33138-7000 and click on “Go”. This takes you where you need to go.

MTM offers the following items:

- **Bloodborne Pathogen Kits** > $8*
    - Includes Scooper, Red Powder , Plastic Gloves, Disinfectant, and Disposal bag

For questions or to order and of the above, please contact Network Management.
MTM is continually searching for additional resources for providers and will offer them whenever possible.

**Prices do not include postage costs*

Insurance

Integrated Transportation Resources, Inc. (ITR) was formed to assist MTM transportation providers with their business insurance needs and to provide professional advice on appropriate insurance coverage *at the most reasonable rates.* After contacting more than 200 insurance companies, Roger Baumann identified the companies with the best premiums and maintains a program to allow MTM transportation providers to *access the best coverage at the best rates, while also ensuring the adequacy of coverage.*

ITR has helped many MTM transportation providers obtain affordable rates. Several owners have indicated they would have gone out of business without the assistance ITR has been able to provide. If you would like assistance,

To obtain help for your insurance needs.
Please contact:

Integrated Transportation Resources, Inc.

Roger A. Baumann
itrrab@charter.net

Telephone 636-561-0048
Fax 636-625-0909

Advisory Group Meetings:

MTM believes communication is critical to the success of any program, and meetings with key stakeholders can be crucial. MTM strives to conduct meetings that are good investments of everyone's time and efforts. We believe the primary purpose of meetings should be established upfront, ground rules should be understood and courtesy extended to all who attend and participate. We will present agenda items with input from the membership and maintain minutes to document progress and actions and provide DOH MAA with copies of minutes.

MTM will establish Regional Advisory Committee Meetings in each region served comprised of key stakeholders. The Committee will meet quarterly and we will invite representatives from adult day health care, dialysis centers, hospitals, or other medical services provider(s), transportation provider(s) and the Medicaid Enrollee community. We will also invite the County to have representation and to work with MTM to determine which issues/complaints require a modification to MTM's processes and procedures. Minutes of the meetings will be compiled and a comprehensive summary will be reported to DOH and the members of the Committee. Opportunities to improve services will be explored as a result of the Advisory Committee feedback.

If you are interested in participating in the Advisory Committee please send an e-mail to your area liaison. MTM will rotate membership yearly to ensure all key stakeholders have a chance to participate. Even if you are not on the committee, you may still voice any concerns, ideas, complaints or concerns to our Quality Management Department or your Program Director.