Corporate Policy

Subject:	Transportation Provider On-Site Visits	**Policy No.:**	102
Authorized By:	President/CEO	**Date:**	10/28/2002
Department:	Network Management	**Last Revised:**	5/1/2014
Applicability:	Network Management		

PURPOSE:
To ensure compliance with MTM's Transportation Provider Guidelines. Areas of non-compliance will be addressed through appropriate education by MTM staff and may result in disciplinary measures. Site visits may include an On-Site Visit of the Transportation Provider's facility, Vehicle Inspections, and On-Street Observations.

POLICY:
Site Visits will be conducted to review and discuss the requirements of the Transportation Provider Guidelines and complete Vehicle Inspections of the Transportation Provider's fleet of vehicles. MTM will conduct On-Site Visits and Vehicle Inspections for contracted Transportation Providers. In addition to the initial site visits, MTM may conduct Special On-Site Visits and Vehicle Inspections or complete On-Street Observations in response to an identified compliance or quality issue.

RESPONSIBILITY:
On-Site Visits:

A. The Field Inspector or MTM delegate will inform the Transportation Provider they must have all aspects of the contracting and credentialing process in place for review during the visit. MTM will review and verify all documentation before approving the transportation provider, drivers and vehicles.
B. During the On-Site Visit the Field Inspector or MTM delegate will complete the site visit to ensure compliance with the MTM Transportation Provider Guidelines. The Field Inspector or MTM delegate will discuss deficient areas with the Transportation Provider at the time of the visit.
C. If compliance is not met, the Transportation Provider may be removed from the MTM network, assessed Liquidated Damages or issued written notification of non-compliant items through a Performance Improvement Plan (PIP).

Field Inspector or MTM delegate will offer assistance to the Transportation Provider The in responding to actions identified in the PIP.

D. If compliance to the PIP is not met the Field inspector or MTM delegate may pursue disciplinary measures, including suspension or termination from the MTM network or assess Liquidated Damages.
E. Completion of site visits is reported to the Quality Management Committee (QMC) on a monthly basis for tracking, trending, and quality improvement.

Vehicle Inspections:

A. The Field Inspector or MTM delegate will award each vehicle as "Pass" or "Fail" based upon the vehicle inspection.
B. In lieu of a failed vehicle inspection the Field Inspector or MTM delegate will allow Transportation Provider time to fix or repair the failed section. The vehicle must be re-inspected or proof of repair provided prior to the vehicle being approved or re-approved.
C. The Field Inspector or MTM delegate will affix a MTM inspection sticker on the window of each vehicle that has been awarded a "Pass" during the inspection process.
D. In lieu of a MTM vehicle inspection, a vehicle inspection from the State or Federal Department of Transportation (DOT) or a governmental regulating authority may be substituted in place of the MTM vehicle inspection.
E. Network Management will maintain Vehicle Inspection Forms in the Transportation Provider Credentialing Website.

On-Street Observations:

A. The Field Inspector or MTM delegate may conduct Transportation Provider monitoring to observe Transportation Providers, drivers and vehicles during the normal course of work.
B. The Field Inspector or MTM delegate may choose Transportation Providers for random compliance review or in response to identified compliance or quality issues.

This policy is reviewed by the Quality Management Committee on an annual basis for appropriateness and effectiveness.

APPROVED BY:

_____	_____
Director, Provider Network	Date
_____	_____
VP, Operations	Date
_____	_____
President/CEO	Date

Corporate Policy

Subject:	Performance Improvement Plan Process-Transportation Provider	**Policy No.:**	440
Authorized By:	President/CEO	**Date:**	12/6/2004
Department:	Quality Management	**Last Revised:**	5/1/2014
Applicability:	Quality Management		

PURPOSE:
To establish a process for Performance Improvement Plan implementation, follow-up, tracking, trending and resolution.

POLICY:
Periodic audits are performed as requested by the Quality Management Committee (QMC), Credentialing Committee and Executive Management to determine that processes are occurring internally or externally.

These processes include but are not limited to:

- compliance
- on-site vendor assessment
- occurrences such as grievances
- accidents/incidents
- other non-compliance to specific contract language and agreements

As determined by Executive Management, Performance Improvement Processes are instituted and Performance Improvement Plans are developed to outline the necessary correction to specific infractions and/or occurrences.

Definitions:
Client: Refers to the customer contracted with MTM to handle the transportation benefit offered to their covered population.

Member: Refers to the population served by MTM Clients. Often referred to as participants, beneficiaries, clients, recipients and other terms, for MTM purposes, member is being used as a standard meaning for the Client's covered population.

Performance Improvement Plan: A specific plan of action which speaks to the specific infractions of the current contract and/or provider guidelines and which identifies action taken, responsible party, timeline for initiation of the performance improvement process, timeline for completion and increments of follow-up and associated compliance therein.

Liquidated Damages: The assessment of specific penalties associated with failure to strictly perform and comply with the terms, conditions, performance standards and criteria.

RESPONSIBILITY:

1. Initiation of a Performance Improvement Plan is the primary responsibility of the Manager, Quality Management or designee. Performance Improvement Plans may be instituted for, but not limited to, the following:
    a. Identification of non-compliance with contractual agreement
    b. Grievances
    c. Accidents/Incidents
2. The results of a Performance Improvement Plan determine whether the responsible party will be required to receive on-site education and sign a Performance Improvement Plan.
    a. The responsible party will be required to sign a Performance Improvement Plan that addresses each area that needs improvement.
    b. The responsible party will be given a specific timeframe in which to make necessary changes and improvements that were addressed in the Performance Improvement Plan.
    c. A follow-up compliance site visit may be conducted within the specified time frame in which improvement should have occurred.
    d. If the results of the follow-up visit/audit reveal the responsible party has not made recommended improvements that meet MTM's standard of compliance, the responsible party may be required to sign a second Performance Improvement Plan and receive additional on-site education.

This policy is reviewed by the Quality Management Committee on an annual basis for appropriateness and effectiveness.

APPROVED BY:

_____	_____
Director, Quality Management	Date
_____	_____
VP, Administration	Date
_____	_____
President/CEO	Date