MTM September 2014 Mississippi Provider #8860: [redacted]

Trip Information

		# of Trip Legs	% of Scheduled
1.1	Trip Legs Scheduled	5,695	
1.2	Trip Legs Completed	5,287	92.84%
1.3	Trip Legs Canceled to Provider	33	0.58%
1.4	Trip Legs Turned Back	43	0.76%
1.5	Provider No-Shows	20	0.35%
1.6	Member No-Shows	312	5.48%

Liquidated Damage Assessments

		# of Trips	Amt. Assessed
2.1	A - Credentialing Documentation	0	$0.00
2.2	C - Insurance Coverage	0	$0.00
2.3	E - Late to an Appointment	72	$720.00
2.4	F - Vendor No-Show	11	$275.00
2.5	G -Potential Misrepresentation of Information	3	$225.58
2.6	H -Cancelation/No-Show for Provider Audit	0	$0.00
2.7	I - Vendor Turnback > 48 Hours of Date Assigned	0	$0.00
2.8	J -Non-Compliance with Drop-Off Procedure	0	$0.00
2.9	K - Failure to Provide Timely Response	0	$0.00
2.10	L - Failure to Provide Pick-Up/Drop-Off Times	0	$0.00
2.11	M - Failure to Comply with Various Contract Standards	0	$0.00
2.12	N - Substantiated Complaints Exceed 1.99% for the Month		$0.00

Claims Information

		# of Trip Legs	Total Amount
3.1	Claims Paid	4,379	$114,633.46
3.2	Claims Appealed	0	$0.00
a	Appealed - Level One	0	$0.00
b	Appealed - Level Two	0	$0.00
3.3	Claims Denied	47	$1,389.31
a	Expired Claim	0	$0.00
b	Trip Canceled	46	$1,315.51
c	No Signature was Submitted	0	$0.00
d	Signature not Found	2	$102.52
e	Signature was Rejected	0	$0.00
f	Pick-Up/Drop-Off Times Missing	0	$0.00
g	Driver was not Approved	0	$0.00
h	Vehicle was not Approved	0	$0.00
i	Mobile Signature not Found	0	$0.00
j	GPS Data not Found	0	$0.00

Member Experience

Positive Feedback

4.1	Compliments	0
4.2	Complaint Free Trips	5,642
4.3	% of Complaint Free Trips	99.08%

Complaints

5.1	Complaint - Provider Timeliness	36
5.2	Complaint - Provider or Driver Behavior	9
5.3	Complaint - ProviderNo Show	19
5.4	Complaint - Vehicle Quality	1

Accidents/Incidents

6.1	Accident - Member Involved	0
6.2	Accident - Member Not Involved	0
6.3	Incident - Member Outside Vehicle	0
6.4	Incident - Member Inside Vehicle	0

Member Satisfaction Survey Results

% of Members Who Agreed		
7.1	Surveys Performed	62
7.2	Did the driver treat you with dignity and respect?	98%
7.3	Did the driver tell you his name and why he was there?	94%
7.4	Did you get to your healthcare visit on time?	90%
7.5	For your ride back home did the driver pick you up w/in 1 hr?	85%
7.6	Did the vehicle have working seat belts?	98%

Credential Information

		Drivers	Vehicles
8.1	Approved	32	39
8.2	Banned	0	0
8.3	Deleted	33	0
8.4	Expired	0	0
8.5	Pending Approval	0	0
8.6	Pending Credential	9	0
8.7	Pending Re-Approval	0	0

DEFINITIONS

TRIP INFORMATION	
1.1	Any trip in one of the following statuses: Scheduled Status; Member No Show Status; Provider No Show Status; Provider Turnback/Cancelation Status; Member Cancelation Status.
1.2	Any trip in a Scheduled Status.
1.3	Any trip in a Member Cancelation Status. This indicates that the trip was canceled directly to the provider by the member.
1.4	Any trip in a Provider Turnback/Cancelation Status. This indicates that the trip was canceled or turned back by the provider.
1.5	Any trip in a Provider No Show Status. This indicates the provider did not show for that trip leg.
1.6	Any trip in a Member No Show Status. This indicates the member did not show for that trip leg.
LIQUIDATED DAMAGE ASSESSMENTS	
2.1	Failure to provide operating certification, or other information needed for credentialing or re-credentialing required by the Agreement.
2.2	Failure to acquire and maintain adequate insurance coverage or use of an uninsured vehicle or underinsured vehicle.
2.3	Provider submitted claim indicating the member was delivered after the appointment time for an a-leg trip (Drop-off Time > Appointment Time). This excludes return trips.
2.4	Trips in a Provider No Show Status, indicating that the provider did not show for one or both legs of a trip.
2.5	Provider submitted claim with a potential misrepresentation of data based on one or more of the following criteria: **1. Miles vs. Minute Discrepancy**: Provider submitted claim(s) indicating driver exceeded more than one mile per one minute, with a +/- 7 minute window (i.e. Provider submitted claim with a 20 minute travel time for a 90 mile trip). If the trip is a long distance trip (trip leg > 50 miles), the claim indicates the travel speed exceeded 85 MPH. **2. Overlapping Vehicle**: Provider submitted claim(s) indicating that one driver was driving multiple vehicles at one time. **3. Overlapping Driver**: Provider submitted claim(s) indicating multiple drivers were driving the same vehicle at one time. **4. Incorrect Information**: Provider submitted claim(s) indicating the travel time was less than 1 minute (i.e. Provider submitted claim with a pick-up time of 2:30 p.m. and a drop-off time of 1:30 p.m. indicating a negative travel time).
2.6	Provider does not show for scheduled Provider Audit or cancels within 24 hours.
2.7	Provider turns back a trip more than 2 business days after the trip is assigned to the provider.
2.8	Failure to ensure all passengers, especially children, have disembarked the vehicle at the correct destination.
2.9	Failure to provide MTM's Quality Management Department the requested information within the specified timeline to appropriately resolve a complaint, incident, and/or accident.
2.10	Provider submitted claim but fails to provide all components of pick-up/drop-off time information for each leg of a trip or information is in an unacceptable format.
2.11	Failure to provide an escort when needed; or failure to accommodate persons with known disabilities; or failure to comply with contract performance standards not otherwise itemized on Schedule B.
2.12	Substantiated complaints (meaning an expression of dissatisfaction about any matter) exceeding 1.99% of the total trips for the calendar month.
CLAIMS INFORMATION	
3.1	Total claims MTM paid during the month.
3.2	Total claims the provider appealed during the month.
a	Total claims currently in a first level appeal status that entered that status during the month.
b	Total claims currently in a second level appeal status that entered that status during the month.
3.3	Total claims MTM denied during the month. Denial reasons given below.
a	Indicates the provider submitted a claim more than 90 days after the appointment date.
b	Indicates the provider submitted a claim for a cancelled trip based on MTM's system.
c	Indicates the provider did not submit the source of the signature (Member/Representative etc.) on their claim submission.
d	Indicates no signature was submitted for the claimed trip.
e	Indicates that the signature was rejected for the claimed trip.
f	Indicates the provider submitted a claim without all pick-up and drop-off times present.
g	Indicates the provider submitted a claim for a trip where an unapproved driver was used.
h	Indicates the provider submitted a claim for a trip where an unapproved vehicle was used.
i	Indicates the provider submitted a claim using PTM Mobile and a mobile signature was not found.
j	Indicates the provider submitted a claim using PTM Mobile and the GPS data was not found.
POSITIVE FEEDBACK	
4.1	Total number of compliments received during the month.
4.2	Total number of scheduled trips that have not received a complaint during the month.
4.3	Percentage of total scheduled trips that are complaint free.
COMPLAINTS	
5.1	Substantiated complaint regarding ProviderTimeliness.
5.2	Substantiated complaint regarding Provider or Driver Behavior.
5.3	Substantiated complaint regarding a Provider No Show.
5.4	Substantiated complaint regarding Vehicle Quality.
ACCIDENTS/INCIDENTS	
6.1	A vehicular accident involving a member.
6.2	A vehicular accident not involving a member.
6.3	An incident taking place outside the vehicle.
6.4	An incident taking place inside the vehicle.
MEMBER SATISFACTION SURVEY RESULTS	
7.1	Total number of surveys performed between the first and last day of the month.
7.2	First question of the Member Satisfaction Survey regarding transportation providers.
7.3	Second question of the Member Satisfaction Survey regarding transportation providers.
7.4	Third question of the Member Satisfaction Survey regarding transportation providers.
7.5	Fourth question of the Member Satisfaction Survey regarding transportation providers.
7.6	Fifth question of the Member Satisfaction Survey regarding transportation providers.
CREDENTIAL INFORMATION	
8.1	Total number of drivers and vehicles in "Approved" status on the Credentialing web-portal.
8.2	Total number of drivers and vehicles in "Banned" status on the Credentialing web-portal.
8.3	Total number of drivers and vehicles in "Deleted" status on the Credentialing web-portal.
8.4	Total number of drivers and vehicles in "Expired" status on the Credentialing web-portal.
8.5	Total number of drivers and vehicles in "Pending Approval" status on the Credentialing web-portal.
8.6	Total number of drivers and vehicles in "Pending Credential" status on the Credentialing web-portal.
8.7	Total number of drivers and vehicles in "Pending Re-Approval" status on the Credentialing web-portal.