DRAFT

Nevada Medicaid

Education, Training, and Outreach Plan

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Introduction

Welcome to MTM

Who are We?

We are Medical Transportation Management, Inc. (MTM), one of the foremost leaders in the non-emergency transportation (NET) management industry.

What Do We Do?

MTM arranges NET services for recipients of health plans and state-run programs. We always schedule these services using the most appropriate and cost-effective means of transportation available, which may include public transit, sedans, taxis, multi-passenger vans, para-lift or wheelchair lift vehicles, non-emergency stretcher and/or ambulance vehicles, and volunteer programs if approved by the client.

When Do We Arrange Rides?

MTM arranges rides after the recipient schedules an approved medical appointment in accordance with the recipient's specific advance notice policy. The recipient must call MTM to arrange their trip as soon as they are aware of the need for transportation with no less than 72 hours' notice for non-urgent appointments. The urgent nature of the appointment, along with the number of times the recipient has been educated on the days-notice policy, could determine whether the transportation request will be accepted or denied. If denied service, we will notify the recipient and advise him/her that they will need to find their own transportation or reschedule their appointment to allow for the appropriate advance notice.

Where Do We Arrange Rides?

MTM arranges rides for Nevada Medicaid recipients within each recipient's program service area and mandated distance limits. Rides are available to approved non-emergent medical appointments only.

How is Transportation Arranged?

Appointments are arranged through our call intake and screening process as well as our online Service Management Portal (SMP). When a recipient calls MTM, a Customer Service Representative (CSR) will enter trip information and details into our proprietary NET Management System operating system. Each trip request is arranged using the most

appropriate means of transportation based on the recipient's medical condition and cognitive abilities. This could include a variety of modes, including public transit, sedan, wheelchair lift vehicle, or stretcher van, as needed. The trip is then sent electronically or faxed to the selected transportation provider via the NET Management System.

Why Do We Do What We Do?

MTM has a sincere desire to ensure that every recipient gets to their medical appointment in a timely, safe manner, motivating us to provide quality transportation services of the highest caliber. MTM's vision statement perhaps demonstrates our commitment best:

"Communities without Barriers"

MTM History

In 1995, Peg Griswold co-founded MTM with her husband, Lynn Griswold after realizing the difficulty Managed Care Organizations (MCOs), state and local governments and health care facilities had in arranging transportation services for Medicaid and Medicare recipients. Peg'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 Peg's efforts and vision, MTM set industry standards for quality. She currently serves as the Chairperson of MTM's Board of Directors. Lynn serves as the Vice President to the Board of Directors.

Currently we process over eight million calls annually. We accomplish this through our nine Customer Service Centers (CSCs) in Virginia, Minnesota, Texas, the District of Columbia, Missouri, Wisconsin, New York, West Virginia and Mississippi.

MTM schedules more than ten million trips each year, serving more than eight million Medicaid and Medicare recipients for MCOs and state and county governments.

Education, Training, and Outreach (ETO) Target Groups

Training everyone in the transportation program scenario can position the program to succeed and allows for a competitive edge. When compared to a similar transportation blueprint, making ETO an organizational priority, demonstrates a commitment to the recipient and the ability to develop and sustain a long-term relationship. MTM has identified five core groups that have a vested interest in NET services. Those groups are identified in the illustration below.

ETO Methods

The following are ETO methods that will be utilized for one or more of the above classifications. This is a comprehensive list that MTM and the State will work together to customize to ensure that it is the best fit for Nevada. Input from Nevada Division of Health Care Financing and Policy (DHCFP) is desired and greatly appreciated. This collaboration is key in the design of a successful communications plan.

Education

Education is critical to the success of any program, as such an important function of the program, it must continue throughout the life of the contract. All ETO groups are trained on NET requirements. We carry out education in the following ways:

1. **Recipients, Community, Facilities**

   CSC

   MTM's CSC will begin taking incoming calls 10 days prior to the go-live date from recipients. Well-trained CSRs will be available from 8:00 a.m. to 5:00 p.m., PT, Monday through Friday, to respond to questions and inquiries concerning the new transportation program. MTM CSRs will begin initiating Level-of-Need (LON) assessments as a certification of the need for an escalated level of transportation. The toll-free number to the MTM CSC is XXX-XXX-XXXX. CSRs will also be available on a 24/7 basis through the same number for after hour calls and urgent trip requests.

   Where's My Ride? Line

   The Where's My Ride? Line is a separate toll-free line for recipients, facilities, and the community. The caller has immediate access to CSC specialists that will assist with questions and issues related to scheduled transportation. MTM will open the line two weeks prior to the go-live date. The toll free number is XXX-XXX-XXXX and will available 24 hours a day, seven days a week for urgent trips.

   Educational Brochures

   During the implementation phase, MTM works with the State to create a recipient and provider update that will be mailed to all head of households that have used NET in the previous 12 months. All other eligible Medicaid recipients will receive a postcard directing them to the Nevada-specific website with information on the program. Recipients may also call a toll-free number to get a hard copy of the

educational information. We print brochures for local medical facilities and offices to have on hand for new recipients. The educational brochure is developed to give the user an understanding of the changes in the program, how to use the program, and important contact information. MTM's Marketing Department will ensure brochures include all program requirements.

MTM Corporate Website

The MTM Corporate Website is a great resource to learn more about MTM and to access specific information that connects you to important contact numbers and other points of interest. For the transportation provider, the website explains how to join the MTM network, internal and external monitoring processes, and other pertinent sections. It is a great starting point to get to know MTM- who we are and what we do. Please visit www.mtm-inc.net.

Program-Specific Website

In addition to MTM's corporate website, stakeholders will have access to specific program requirements via our Nevada website.

The website will be available 24 hours a day, seven days a week. It will be continually updated as needed as the contract evolves. The website content will include:

- Descriptions of transportation services available and how to access them
- Contractor contact information
- CSC contact via email address and phone number
- Frequently asked questions including definitions
- General information
- Link to manuals
- System documentation link
- Data Element Dictionary
- Descriptions of transportation services
- Instructions on how to access services
- Frequently Asked Questions (FAQ)
- NET Glossary
- Sections for transportation providers, facilities, and recipients
- MTM Forms (downloadable PDFs)

2. **Transportation Providers**

Transportation Provider Helpdesk

MTM staffs a Transportation Provider Helpdesk specifically geared towards aiding our network of transportation providers. The caller has immediate access to Network Management specialists that will assist with questions and issues related to contracting, vehicle inspections, and driver requirements. The Transportation Provider Helpdesk will open its lines to the community providers, paralift and taxi operators, volunteer drivers, and other providers two weeks prior to the go-live date. The toll free number XXX-XXX-XXXX.

3. **Facilities**

Introduction Letter

During the implementation phase MTM begins contacting various medical facilities. Our care managers call large medical facilities and introduce ourselves. During this call, we educate facilities about the program and schedule an on-site meeting for training. Educational brochures are distributed by ETO Coordinators for reference of how to use the program and important contact information. MTM's Marketing Department will ensure that the brochure includes all program requirements.

Training

1. **Transportation Providers**

Initial Transportation Provider Training

Transportation providers and volunteer drivers will attend group meetings and/or WebEx sessions during the implementation phase. The presentations will discuss an overview of MTM, transportation provider requirements, how to bill/invoice, trip logs and other importation information. Following these sessions, MTM's Area Liaison will perform on-site visits and inspections of the vehicles. Following implementation, periodic visits will be scheduled and performed on request.

The Transportation Provider Manual

This is a standalone section of the Operations Manual. Each section details the processes and requirements that are necessary to perform transportation services for an eligible recipient and proper invoice submission. The manual is reviewed during orientation and discussed in depth during the training session. It can be accessed as needed to answer the majority of questions that our providers may encounter on a daily basis. The manual includes:

- History of MTM
- Overview of MTM Departments
- Important Contact Numbers
- Training requirements
- Insurance Requirements
- Site Visits description
- Billing Procedures
- HIPAA Guidelines
- Incident/Accident Management
- Electronic Trip Download Instructions
- Explanation of non-emergency medical transportation services
- Contractor's contact information (address, telephone number, web site)
- Contractor's office hours/days
- Hours transportation services are available
- Information on how to become a provider

Onsite Meetings

The Area Liaison will meet with interested transportation providers to conduct on-site inspections and assist with completing the necessary paperwork. All commercial transportation providers will have their fleet of vehicles inspected prior to transporting any recipient. The Liaison will, at a minimum, meet with the transportation providers annually and as necessary as requested by the transportation provider.

2. Facilities

Onsite Facility Education and Training Meetings

Town Hall meetings will be held throughout the state. These meetings are open to all stakeholders including but not limited to, social workers, discharge planners, medical staff, recipient advocates, advocacy groups, etc. Onsite education and training will take place at facilities and agency locations throughout Nevada. We will have various WebEx sessions for those facilities unable to attend onsite. Although these entities may have been represented at the Town Hall Meetings, they will still have the opportunity to attend onsite sessions. MTM training staff will meet directly with the hands on staff, including social workers, caseworkers, hospital discharge planners, transportation coordinators, and other staff that schedule for or refer recipients to transportation sources.

MTM Facility Training Manual

This is a standalone section of the Operations Manual. The Facility Training Manual meets the needs of medical providers, hospitals, day programs, and other Medicaid providers. Each section details the processes and requirements that are necessary to schedule transportation for an eligible recipient. The facility will receive the manual and/or a CD that contains all documentation within its files.

The Facility Training Manual includes:

- Facility Contact Information Sheet – This is completed by the facility that receives training. It asks for information on the key contact for the facility, including an e-mail address. This individual will receive periodic updates to the manual and other important program related information.
- Welcome to MTM – the "who, what, and why" concerning MTM.
- MTM History – Where it all began, and the MTM journey.
- MTM Departments – An overview of key MTM departments and their functions.
- What is Care Management? – The one-point contact for medical facilities, social workers, and case managers.
- Quick Reference Contact Information – Toll-free numbers and quick contact information.

- Covered Services – A detailed listing of services that will be provided MTM transportation and those that are not covered.
- Recipient Responsibilities – A checklist that enables recipients to schedule transportation at their convenience.
- How Do I Request Information? – An overview of forms that are required to schedule transportation.
- What Type of Transportation is Offered? – The different levels of transportation, and operations protocols.
- How to use the Service Management Portal (SMP)
- How Do I File a Complaint? – An explanation of the MTM Complaints and Grievance policies and procedures.
- Advisory Group Meetings – MTM Regional Advisory Committee Meetings that are held quarterly. Present are representatives from all the stakeholder categories who benefit from an exchange of information, feedback, and services.
- All forms needed to schedule transportation.

Outreach

Group Outreach Meetings

Area Outreach meetings will be scheduled throughout Nevada. Introduction meetings with Nevada Medicaid and key Medicaid programs/transportation providers will begin immediately upon contract award. MTM will continue to work with Nevada Medicaid to create an effective outreach schedule that is sensitive to time constraints and distance considerations.

Media Requests

Media Inquiries: MTM's Marketing Department will respond to all media inquiries. Marketing will request that the questions be submitted in writing and deadlines will be established. Marketing will develop initial response and send to Nevada DHCFP and key MTM staff (MTM President and CEO, Business Manager, MTM legal counsel) for approval. Once approved, Marketing will submit the written response to media contact.

MTM Marketing Materials: Any announcement that includes this program will be prior approved by MTM key staff and the Nevada DHCFP prior to release.

Requirements

Marketing will review all materials, letters, manuals and brochures prior to release to the community. No materials will be released without approval of the State.

MTM understands that the Nevada DHCFP needs to review and approve all materials. We also understand that materials must be approved before distribution.

All materials will be at a reading grade level preferably 5th grade or below, and will be offered in English, Spanish, and other prevalent languages as required.

Any significant changes in the program that will impact services will require written notification to the recipient.

Evaluation

The final piece of the communication plan is the evaluation stage, in which each component is rated and scored to determine its level of effectiveness. The State will receive a scorecard periodically that details the specifics of each effort. The measurement tool that the Quality Management Department utilizes is the NCQA Quality Improvement Activity form (QIA).

Quantifiable measures will be defined and a goal or benchmark for each measure is set. The assessments will be completed by selected modes that include surveys, telephone calls, and website hit counters. These results are used for quality improvement purposes and will be reported to the Quality Management Committee for review and action, as needed.

Resources

MTM's Nevada Business Manager will have oversight of our local operations. All staff involved in our ETO efforts will be assigned to the local office and will be responsible for continuous education, training, and outreach of all stakeholders. All individuals will receive corporate support and assistance during the implementation stage and throughout the life of the contract.