

NEMT NEWSLETTER

NOVEMBER 2013

ISSUE 2.13

Notes from the Director



Thank you for the kind words and positive response to our inaugural newsletter. DMAS is committed to enhancing and expanding our communication channels with our community stakeholders. Hopefully you'll find the information contained herein and in subsequent newsletters to be useful and timely.

In the next several weeks we will be partnering with our Broker to send out our annual Provider, Member and Facility surveys. These surveys help us to gauge our broker's performance and gain additional insight into program challenges from a community perspective. Please take the time to complete the survey. We want to hear from you, and your opinion can truly make a difference in the direction and prioritization of efforts over the next 12 months.

We have also recently implemented a meeting survey for those who attend our Regional Advisory Council Meetings on a quarterly basis.

This web-based tool is designed to provide us quick feedback at the end of each meeting rotation. The survey will be a series of 10 quick questions which is designed to be answered in a couple minutes. Please be sure you sign into each ACM meeting to ensure you receive an opportunity to give us feedback!

We appreciate your input and welcome your feedback on how we can improve our newsletter and ongoing communications strategy.

Sincerely,
Tom Edicola, Director
DMAS Program Operations

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Did you Know...

Quarterly Advisory Council meetings are open to the general public. Please tell other stakeholders...we need to hear how we are doing.

Regional Advisory Council Meetings

LogistiCare and DMAS conducted our second Advisory Council Board Meetings (ACM) under the new format. The ACMs were held in each region in the state starting with Region 1 on September 10 and ended with Region 7 on October 2, 2013.

LogistiCare and DMAS started each meeting with the same presentation to each board. The Advisory Council then discussed items that were more region specific. LogistiCare's presentation included the following topics: Staffing updates, Quality Management Committee, Final Draft of the Complaint Form, Driver Responsibilities and a question and answer period. The DMAS presentation included: current status of recent DMAS

efforts in areas such as staffing, complaints, communication, the last three month trip and complaint totals for each region, and items in progress including contract modifications and enhanced LogistiCare reporting.

Improvements were noted in this most recent series of meetings in overall attendance, participation and feedback received. The Council has now committed to dedicating at least 1 hour to Q&A for each meeting. Future meetings will be scheduled and communicated well in advance. The first series of meetings for 2014 are posted in this issue on Page 4.

FAST FACTS

Complaints as % of Total Trips (Jun—Aug)			
Regs	Complaints	Trips	% of Total Trips
1	123	64,654	0.19%
2	828	157,362	0.53%
3	1,934	304,843	0.63%
4	2,774	275,238	1.01%
5	315	86,643	0.36%
6	240	53,643	0.45%
7	2,389	154,256	1.55%
State	8,603	1,096,639	0.78%

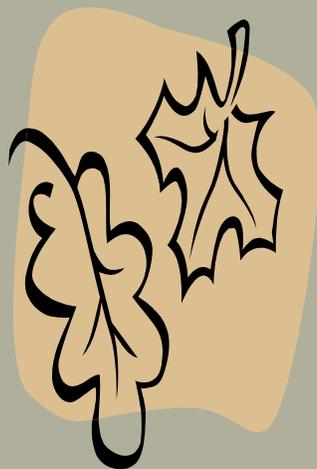


“CHECK THIS OUT”

You can find the Medicaid Member Guide for Riding with the Non Emergency Medicaid Transportation Program (NEMT) and frequently asked questions (FAQs) on our web site.

See the back page for our website address.

Once you arrive at the website, click on the Members tab for these two documents and other useful information.



Recent Successes



Facility Complaint Process Improvements

DMAS and LogistiCare in collaboration with our stakeholders finalized the new complaint form. The revised complaint form pending approval will be placed on the Lo-

gistiCare and DMAS website. Facility complaints should be faxed directly to LogisitiCare’s Fax server number (866-660-4372).

Ongoing communication efforts are underway to remind facilities to call all complaints in to the LogisitiCare’s Ride Assist line at 866-246-9979. LogisitiCare will issue a complaint number for all complaints to eliminate the need to filling out the form which reduces complaint duplication. Only those complaints that are faxed will receive a written response from LogisitiCare, all others will receive a complaint number that can be used to track

its status. Please continue to fax complaints to DMAS that are deemed egregious and that have gone unresolved. Overall faxed complaints are now going directly to LogisitiCare for timely processing.

The quality assurance committee, working with the healthcare manager and the regional managers, are identifying facilities with high complaint percentages. They can then perform outreach to those facilities to help in reducing complaints.

Thanks to all the stakeholders in partnering with DMAS and LogisitiCare with ongoing efforts to improve the complaint process.

Contract Updates

Several new contract modifications are going into the DMAS brokerage contract with LogisitiCare:

Taxi drivers who transport members hand-to-hand or door-to-door must first complete PASS (Passenger Assistance and Sensitivity) training.

LogisitiCare will develop an **annual plan for alternative transportation** to increase use of fixed-route buses, gas reimbursement, volunteer drivers and human service agencies.

A new **Quality Management**

Committee of LogisitiCare senior managers and a DMAS representative meets monthly to address Quality Assurance (QA) issues with specific transportation providers, members and facilities identified for case management, and opportunities for systemic service improvements.

In a change to the **Staffing Plan**, DMAS will receive advance notice of changes in certain key positions, and have opportunity to review and approve candidates for key staff roles.

A full-time **dedicated staff trainer** will be hired for Logisiti-

Care’s Mechanicsville operations.

A new mandate that a **Regional Advisory Council** be formed, and meet quarterly.

In response to an issue from **Provider Meetings** in September, LogisitiCare will now be required to meet a monthly target of less than three (3) minutes on-hold for all provider calls.

Finally, DMAS staff will have a dedicated **work space** within LogisitiCare’s Operations Center for all monitoring activities, including Call Center, QA and other operational functions.

Staffing Changes

We would like to welcome the following new LogisitiCare staff members:

Dominic Perrella is the new Region 7 Regional Manager.

Justin Upshaw is the new Region 2 Field Montor.

Loviel Cardwell is second Field Monitor for Region 7.

Darius Edwards has been promoted to Supervisor of the Transportation Unit in the Mechanicsville office .

Kathryn Compton is the new

Manager, Business Analytics

Jessica Mooney is the new Transportation Manager

Terry Williams is the new Region 3 Manager

Mark Sands is the new Ride Assist Call Center Supervisor

Observations From the Field

August 27th thru 29th in Northern Virginia (Region 7) LogistiCare and DMAS participated in "Operation Clean Sweep". The purpose of Operation Clean Sweep was to send multiple personnel to several high traffic or high complaint sites and monitor every trip for multiple days.

The results were very positive. Three hundred driver contacts were made with 181 documented monitoring events. Only two serious safety violations were observed. That is a significant improvement over previous clean sweep and routine monitoring in the Northern Virginia area.

Cell phone use continues to be an area of concern and focus. Drivers are allowed to use a cell phone while the vehicle is in motion only if the device is hands free. The driver is required to stop the vehicle before using a cell phone otherwise.

NEMT drivers are not allowed to immediately take a call from Ride Assist if their cell phone is not hands free. The delay in communicating with the driver is necessary for the safety of the members.

All Stakeholders must recognize that this delay impacts our capa-

bility for real-time communication and response. This will be a topic of discussion at upcoming ACM meetings.



Featured Provider

DMAS would like to recognize **AMAN Transportation** for their outstanding customer service and willingness to assist in taking care of the transportation needs of our Medicaid members. AMAN Transportation originally operated in the Norfolk area and Eastern Shore. Recently, a provider pulled out of Hampton Roads area leaving a significant need for additional transportation services in

the area. AMAN Transportation opened operations in Hampton Roads by moving much needed drivers and vehicles to the area. An example of their customer service was a member was discharged from the hospital after having serious surgery. Because of the surgery the member is now confined to a wheel chair. The member's home did not have a wheel chair ramp. AMAN Transporta-

tion agreed to send two drivers to help move them member off her porch to be transported until a ramp could be built. AMAN Transportation also agrees to take any trip and at least try and fit it in their schedule. The above and beyond assistance AMAN gives the NEMT program makes our program a success.

From the Broker

In Virginia, during periods of extreme inclement weather, such as icy road conditions, heavy snowfall, and flooding, LogistiCare's primary objective is to maintain essential operations to service Virginia's members. At the same time, LogistiCare's top concern is for the safety of its employees, contractors and the members we serve who may face transportation problems during such periods. Therefore, in the event of a weather emergency, LogistiCare implements special

procedures, which ensure adequate staffing levels while also making reasonable allowances for transportation difficulties. These policies and procedures have been previously submitted to and approved by DMAS. Inclement weather can cause transportation problems or locally hazardous conditions. Regionally, conditions can vary widely, with some localities experiencing much more weather-related disruption than others. Severe weather may result in

some school closures even as LogistiCare remains open for regular business. In most cases, it is the policy of LogistiCare to follow the lead of the local school system for weather-related closures. Please contact LogistiCare at 866-679-6330 for regional policy during inclement weather.



Do you know someone who would like to receive this newsletter?

Send an email to:
Transportation
@dmas.virginia.gov

Please include:
Your name & title
and organization or
affiliation

DID YOU KNOW:

YOUR TRANSPORTATION PROVIDER DOES NOT GET PAID UNLESS THE MEMBER IS TRANSPORTED. THAT'S WHY IT'S IMPORTANT TO CALL LOGISTICARE'S RIDE ASSIST TO CANCEL RIDES AT LEAST ONE HOUR BEFORE SCHEDULED PICK UP TIMES.

THIS SAVES PROVIDERS TIME AND MONEY AND ALLOWS FOR MORE MONEY TO BE SPENT ON IMPROVING THE QUALITY OF OUR TRANSPORTATION PROVIDERS. **PLEASE CALL**

RIDE ASSIST AT 1-866-246-9979.



DMAS Transportation Unit

600 E. Broad Street
12th Floor
Richmond, Virginia 23219

Fax: 804-371-6035

Email:
Transportation@dmas.virginia.gov

Website:
<http://transportation.dmas.virginia.gov>

- *New Provider & Member Surveys*
- *Gas Reimbursement Program*
- *Success Stories*



**UPCOMING
ADVISORY COUNCIL
MEETINGS:**

REGION 1
1/14/14 @ 10AM

REGION 2
1/15/14 @ 10 AM

REGION 3
1/21/14 @ 10 AM

REGION 4
1/23/14 @ 10 AM

REGION 5
1/28/14 @ 10 AM

REGION 6
1/30/14 @ 10 AM

REGION 7
2/05/14 @ 10 AM

**For more information
email us
(see contact info above)**

**Question of
the Month**

How do I know my vehicle is safe?

All vehicles in the NEMT network program undergo an inspection twice a year conducted by a LogistiCare Field Monitor. The inspection covers the vehicles safety systems, mechanical condition, appearance, and all other requirements for any contracted vehicle on the road. On passing inspection, the field monitor will place a green sticker on the rear passenger side window. It is punched with the month and year of expiration.

Taxis are regulated by Virginia

and local taxi authority regulations and requirements.

Some of the inspection items include: Lights, tires (2/32 tread and no defects), windshield wipers, doors and windows, fire extinguisher within drivers reach, safety equipment, seatbelts, Wheel Chair lift, and required securements for all Wheel Chairs.

In addition to the six month inspection, DMAS field monitors perform random vehicle inspections to make sure that the LogistiCare inspection sticker is current and the vehicle is still

complaint with all the inspection requirements. The vehicle must meet the operational criteria set forth in the vehicle requirements to make it road worthy.

If you feel that you have seen an unsafe vehicle or have questions, please contact LogistiCare Ride Assist at 866-246-9979.

