



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Wisconsin Medicaid & BadgerCare Plus Non-Emergency Medical Transportation

2021 Transportation Manager Transition and
Service Enhancements

Agenda

- Non-Emergency Medical Transportation (NEMT) Benefit Overview
- Key Policies and Processes
- NEMT Manager Transition
- Service Enhancements
- Policy Enhancements

Non-Emergency Medical Transportation Benefit Overview

What is NEMT?

- Non-emergency medical transportation provides a means for Medicaid and BadgerCare Plus members to get to their covered services.
- Rides can include public transportation, specialized medical vehicles, or other types of vehicles depending on medical and transportation needs.

Regulations

- 42 CFR § 447.200 requires that state payments for services be consistent with efficiency, economy, and quality of care.
 - Rides are provided with the least costly type of transit that meets the member's medical and transportation needs.
- Per 42 CFR § 431.53, the state must provide an assurance that the member has transportation.
 - Rides are provided if eligible members have no other way to receive a ride to a covered appointment.

Who is Eligible for NEMT?

Wisconsin Medicaid or BadgerCare Plus members in the following plans who have no other way to get to their appointment are eligible for NEMT:

- Family Planning Only Services.
- BadgerCare Plus.
- BadgerCare Plus Express Enrollment for Pregnant Women.
- Tuberculosis-Related Services Only Benefit.
- Wisconsin Medicaid (including IRIS).

Members Not Eligible For NEMT

Members enrolled in the following programs are not eligible for NEMT:

- Emergency Services for Non-US Citizens
- Qualified Disabled Working Individual
- Qualified Individual – 1
- Qualified Medicare Beneficiary – Only
- Senior Care
- Specified Low-Income Medicare Beneficiary
- Wisconsin Chronic Disease Program
- Wisconsin Well Woman Program

Members Excluded from the NEMT Manager

- Members in a nursing home who have not elected hospice.
- Members enrolled in Family Care, Family Care Partnership, or the Program of All-Inclusive Care for the Elderly (PACE).

Types of NEMT Rides

Three types of transportation rides are covered for members who have no other means of transportation going to and from covered services provided by a Medicaid-enrolled provider:

- Routine rides
- Standing order rides
- Urgent rides

Categories of NEMT

- Common carrier transportation
- Specialized Medical Vehicle (SMV) transportation
- Non-emergency ambulance transportation
- Gas mileage reimbursement

Key Policies and Processes

Scheduling NEMT

- Members or their representative call Veyo's main number (866-907-1493 or TTY 711) to request transportation.
- Rides can also be requested online.
- Rides for routine appointments must be scheduled at least two business days in advance.
- Rides to an urgent appointment will be provided in three hours or less.

Scheduling NEMT (cont.)

- Rides for regularly scheduled appointments can be scheduled for up to three to six months at a time.
- If a return ride has not been scheduled in advance of the trip, members or their representative can call the 800 number for the NEMT manager and a ride will be available within one hour.

Level of Need Process

A Level of Need (LON) assessment will be used to determine the most appropriate mode of transportation for members.

Example: Mary Jones has been going to her appointments by sedan. However, her condition has changed and she now requires a lift van.

Vendor will send an LON form to Mary Jones' provider. Ms. Jones will be transported via the requested mode (lift van) for two weeks while the LON process is completed.

Medically Necessary Attendant

An attendant must be medically necessary.

If a member requests an attendant, the vendor will require that a health care professional fill out a Medical Necessity form.

- The vendor will fax this form to the health care professional.
- This form must be received by the vendor at least two business days prior to the appointment date.

Additional Policies

- Allowed Escorts
 - A medically required escort, such as a family member or friend.
 - A parent/caregiver if the member is a minor.
- Meals and Lodging

Meals and lodging are covered if a member's trip meets certain criteria.
- Car Seat Requirements

Parents or caretakers must provide car seats or booster seats needed for the ride.

Note: All NEMT policy can be found in the ForwardHealth NEMT Online Handbook

Members Required to Ride a Bus

The vendor will pay for a member to ride a bus to their Medicaid-covered appointment if all of the following are true about the member:

- They live within one-half mile of a bus stop.
- The appointment they are going to is within one-half mile of a bus stop.
- They don't fall under any exceptions for riding the bus.

Exceptions for Riding the Bus

- The member does not live within one-half mile of a bus stop or have an appointment within one-half mile of a bus stop.
- The member is unable to ride a bus or get to a bus stop due to a physical or mental health condition.
- The member is a parent or caregiver is traveling with a member age 4 or younger to their appointment.
- The member is age 15 or younger who is traveling alone.
- The member is age 70 or older who uses a walker, crutches, and/or a cane.

Minors Traveling Alone

- Transportation of members under age 18 usually requires that a parent or caretaker assumes responsibility for the minor, accompanies the minor for the entire trip, and stays with the minor at the destination.
- Some exceptions can be made to allow a minor to ride alone if a parent or legal guardian signs a consent form.

Complaints Process

WHY WOULD I FILE A COMPLAINT?

- Incorrect trip times or dates
- Representative interaction concern
- Vendor did not secure transportation
- Ride: late or no show
- Vehicle quality and/or appearance
- Transportation Provider service / behavior
- Other concern

WHO CAN FILE A COMPLAINT?

- Member
- Member representative
- Transportation providers
- Facilities
- DHS

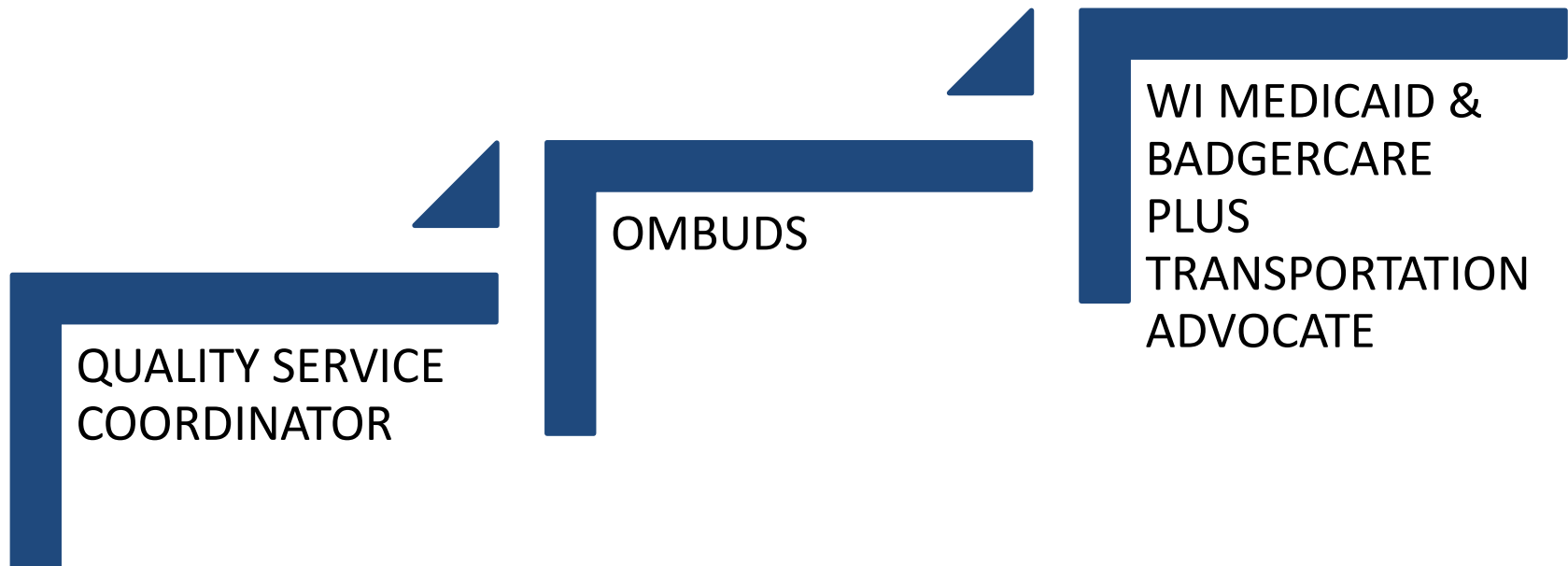
WHEN CAN I FILE A COMPLAINT?

- Any time – there is no statute of limitations for complaints
- 24/7 – representatives are always available for the documentation of complaints

HOW CAN I FILE A COMPLAINT?

- Phone: 866-907-1493 (or TTY 711)
- Online: wi.ridewithveyo.com
- Mail: 8383 Greenway Blvd, Suite 400, Middleton, WI 53562

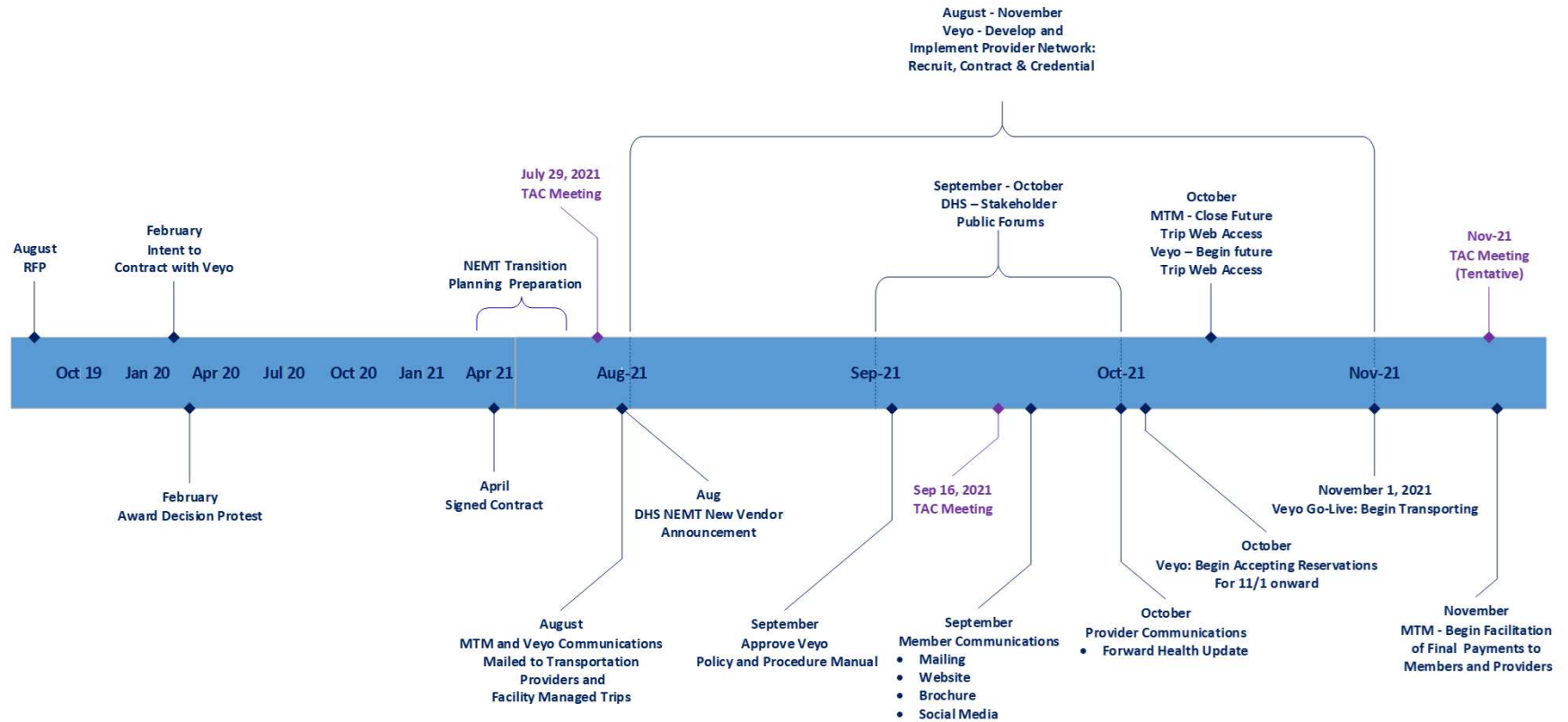
Complaints Process





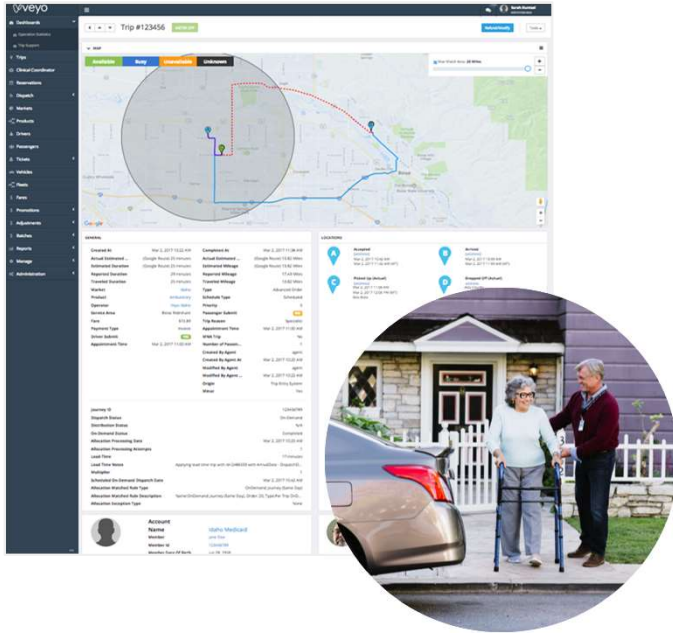
NEMT Manager Transition

Non Emergency Transportation Transition Timeline



09/16/2021 Draft

Who is Veyo?



- **The Most Powerful Network in Non-Emergency Medical Transportation (NEMT)**

Veyo offers the most powerful network in NEMT - a higher-quality, more efficient fleet that integrates healthcare-credentialed Independent Driver Providers (IDPs) with traditional transportation providers to create a net new supply.

- **Innovative Technology**

Veyo's technology was built specifically for healthcare and can handle the complex needs of a Medicaid or Medicare Advantage trip.

- **Industry-Leading Partner**

The first to bring technology and rideshare to NEMT - with over 5.6 million lives under management, 36 million completed trips - the Veyo team is experienced and ready to manage your NEMT benefit.

What to Expect on November 1st



Many things will be the same

- Eligibility
- Booking Number (866-907-1493)
- Transportation Provider Network
- Member Ombuds
- LON Process

Service Enhancements

- Mobile-friendly portal
- SMS capability
- Critical care team
- Gas Mileage Reimbursement
 - Easier to submit for reimbursement
 - Easier to receive funds (EFT)
- 3rd Party Review
- Transportation Provider Ombuds
- Facility Booking Tool (RideView)
- Net new supply where needed

Veyo in Wisconsin

Wisconsin Offices

- Over 100 Wisconsin based staff
- Madison Office
 - Market Operations
 - Call Center
- Milwaukee Office
 - Market Operations

NEMT Vendor Contact Points

- Member & Health Providers Contact
 - Book Trips or Submit Grievances
 - Tel: 866-907-1493
- Transportation Providers Contact
 - Becoming a Transportation Provider with Veyo
 - Tel: 608-673-3870
 - Email: providerswi@veyo.com

Forms Carryover

- During implementation, Veyo will receive the following forms from MTM and implement a courtesy period to minimize member disruption:
 - Level of Need (LON) Form
 - Attendant / Escort Medically Necessity Form
 - Distance Verification Form
 - Parental Consent Forms
- Members with current forms that were approved by MTM will receive courtesy transports to prevent a disruption of service. Prior to the form expiring, the member must complete a new Veyo form and send it to Veyo before the expiration date.

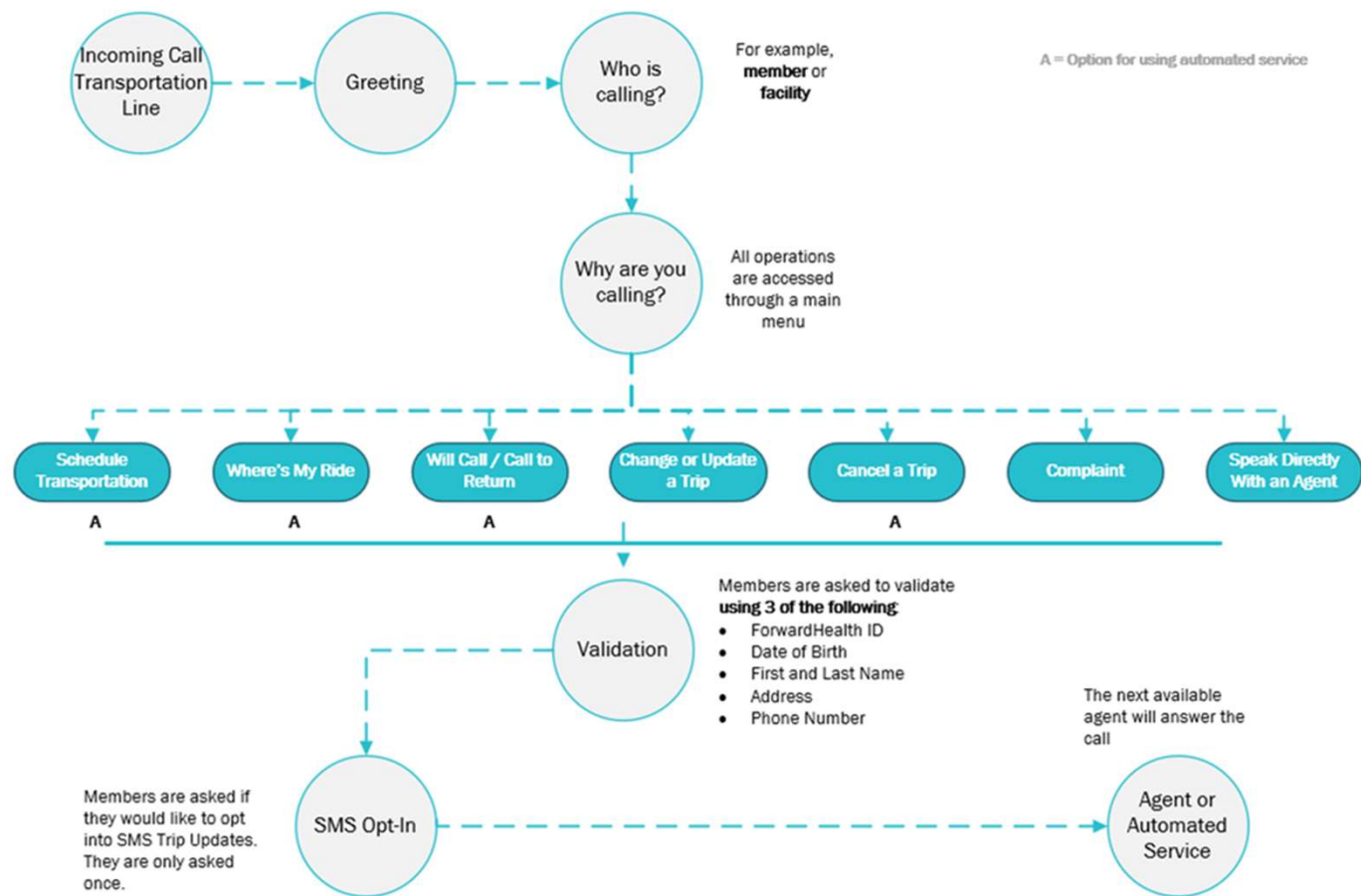
Forms Carryover (cont.)

- Existing parental consent forms, and forms without an end date will be honored until January 31, 2022. Members must submit a new Veyo form for rides on or after February 1, 2022.
- In the event that a member's active form was not sent to Veyo, the standard form submission guidelines will apply, which includes a two week grace period during which rides will continue until the new form has been received to prevent a disruption of service.

Service Enhancements

Interactive Voice Response (IVR)

Flow Overview



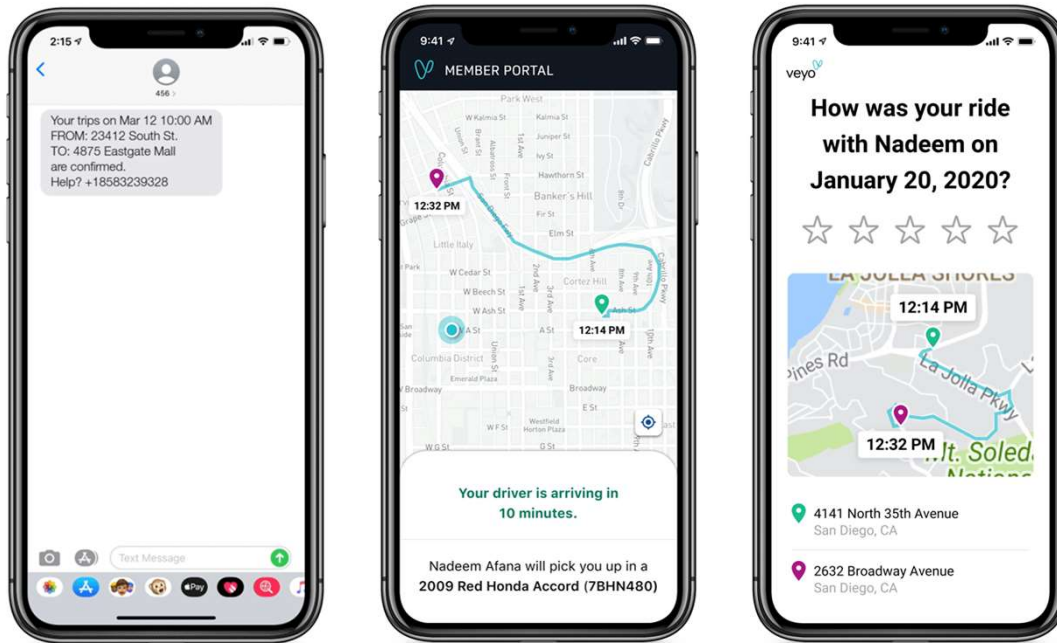
Information contained in this presentation is considered confidential and can not be shared without the express written consent of Veyo and DHS

Innovative Opt-in Text Messages



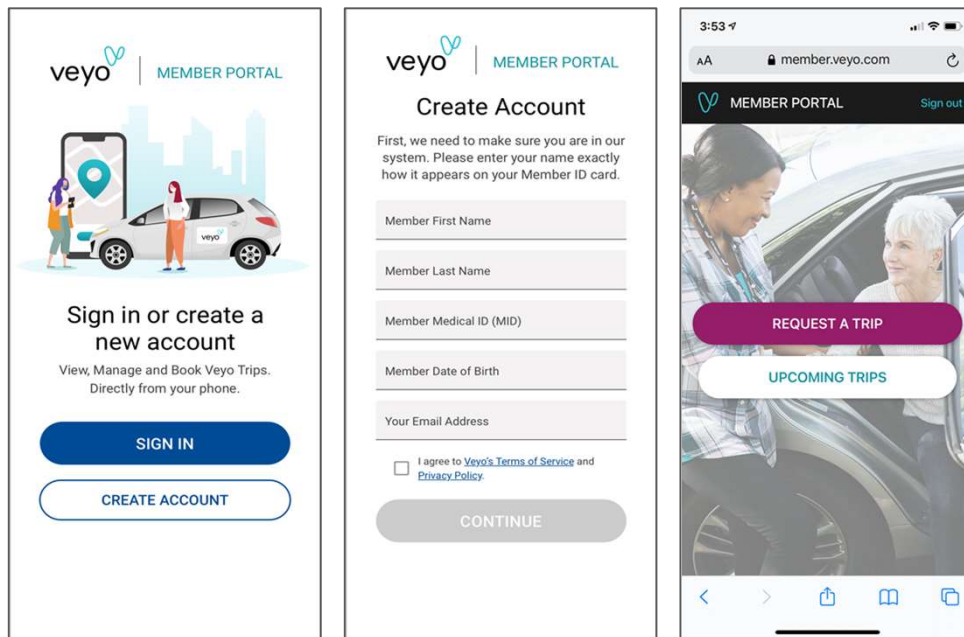
- When a member calls Veyo for the first time to schedule a ride, the agent will ask whether or not they would like to receive text message notification.
- The member will receive the following types of notifications:
 - A booking confirmation after a ride has been booked
 - A reminder 24 hours prior to pickup
 - A notification when the driver is en route
 - Details about the driver, such as: Name, contact number, license plate, vehicle description
 - A notification the driver has arrived
 - An opportunity to rate the ride after it has been completed

Receiving Veyo Text Messages



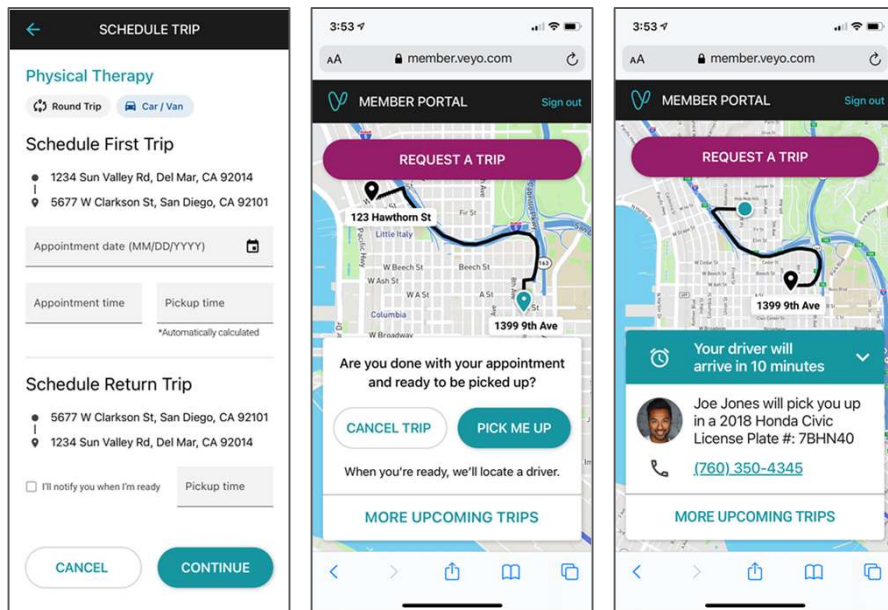
- Members can cancel an upcoming ride by responding to the reminder text.
- If a member has not scheduled a ride home from their appointment, they will have the ability to request a return ride with a text message.
- Members can opt out of text messages at any time by responding STOP or UNSUBSCRIBE.

Veyo Member Portal



- Veyo has an online portal that members can use on a computer, smart phone, or other mobile device. Members can use the portal to book rides and view trip and driver information.
- To use Veyo's online portal, members should go to member.veyo.com (available for WI on 11/1/2021). The first time they use the portal, they must create an account using their name, ForwardHealth ID number, date of birth, and email address.

Veyo Member Portal (cont.)



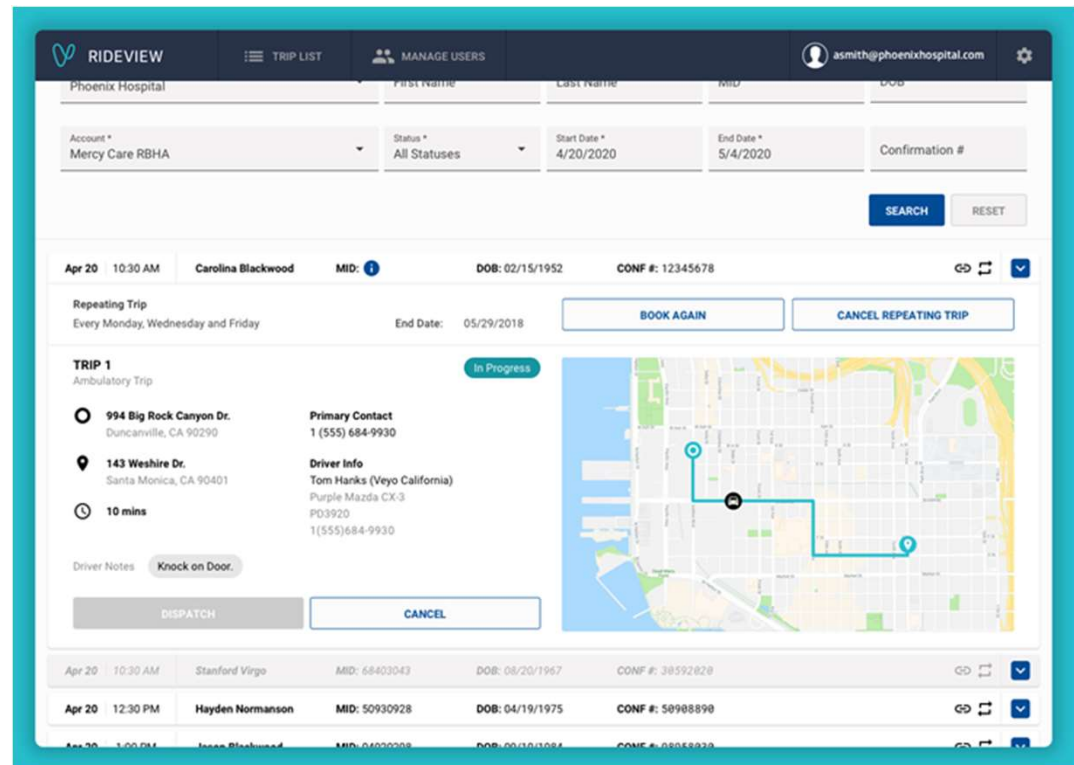
- Members can use the portal to book a routine ride from a list of their last five appointments (to the same health care provider at the same address).
- Members must schedule by phone for urgent rides and rides to appointment destinations that are not on their list.
- If a member has not scheduled a ride home from their appointment, they will have the ability to request a return ride home from the member portal.
- Members can use the member portal to see driver and vehicle information including:
 - Where the vehicle is in real-time while the driver is on the way to pick them up.
 - The driver's name and phone number.
 - The driver's photo if they have provided one.

Rideview Facility Portal

RideView is a web-based portal available to all health care providers. It enables real-time visibility and trip management capability, including:

- Real-time arrivals
- Will-call / dispatch requests
- Trip management
- Trip booking
- Facility management
- Mode mix
- Public transit options

Veyo's dedicated Facilities Training and Outreach Manager will assist with Rideview integrations.



Gas Mileage Reimbursement Enhancements

Similar reimbursement trip log that you've been using all along with MTM

- The reimbursement trip log still requires a signature from your healthcare provider.

Additional ways to submit the Trip Log

- The trip log can be submitted via fax, mail, and *new online submission* through Veyo's Wisconsin website.

Enhancements to the Payment Process

- Payments will be made via *Electronic Funds Transfer (EFT)* or a physical check.

Critical Care Team

The Critical Care Team is a trip management unit, for oversight of critical transportation for dialysis, cancer treatment, hospital, and dental appointments.

This unit will:

- Correct issues to prevent unsuccessful and untimely trips
- Perform outreach to stakeholders
- Develop and coordinate transportation plans to improve quality of NEMT services
- Develop the transportation provider network
- Monitor trips daily

Proactive Quality Assurance Efforts

Scheduling Trips

Post Call Surveys

- Members are prompted to participate in a survey after inbound calls to book transportation.
- Surveys gather information about overall booking process.

Critical Care Team

- Proactive management of trips with Critical necessity (i.e. Dialysis, Surgery).
- Team monitors trips in real time and is alerted to delays, or missed pick-ups as they occur.
- Trip delays or issues are triaged immediately:
 - Contact responsible provider.
 - Route to new provider, pending availability

Trip Quality

Secret Rider & Unannounced Inspections

- Secret Rider Program will inspect quality on vehicle, driver, timeliness, member service, and overall compliance.
- Unannounced inspections of all providers throughout the year.
 - 1 minimum unannounced inspection every 4 months.

Driver Survey

- Members who Opt-In to SMS with Veyo can receive a SMS driver survey after each trip
- Data used to identify provider/driver/vehicle opportunities

Ride Tracking

- Electronic tracking of rides to improve transparency in unsuccessful trips and improve timeliness of services.

Veyo's Complaints Escalation Process

Member expression

Member expresses dissatisfaction

Call Center agents are trained to identify and escalate complaints. The agent transfers the member to a Call Center Escalations agent. If member expresses dissatisfaction in any other way, the complaint is entered into the Salesforce platform.

Submission

Escalations agent enters complaints into Salesforce platform

Call center escalations agent will gather complaint details and information from the member, and enter the incident directly into the Salesforce platform for investigation.

Investigation

Veyo Quality Assurance (QA) team investigates and resolves

Veyo QA team investigates the complaint. The QA team documents the investigation and resolution in the Salesforce platform. Veyo QA will reach out to the member and explain the resolution. If the member is dissatisfied the member can escalate to Veyo Member Ombuds then to the NEMT Medicaid and BadgerCare Plus Advocate.

Analysis

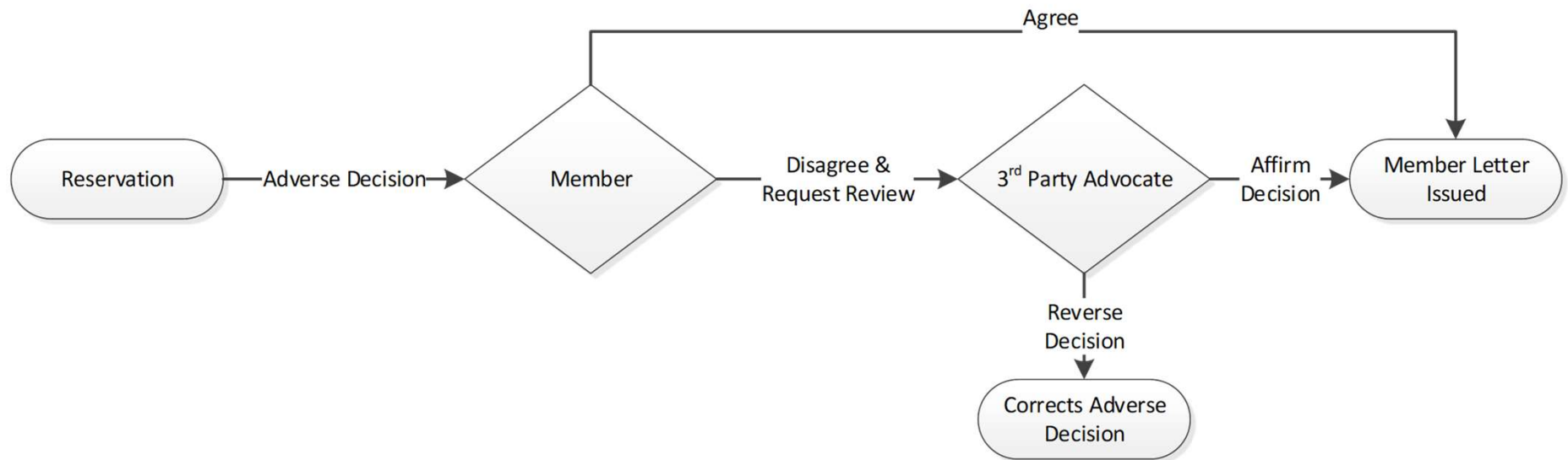
Veyo analyzes complaints on weekly, monthly and yearly basis

Once resolved, Veyo sends members a letter of the resolution and determines trends and works to prevent future grievances.



Policy Enhancements

New Third-Party Advocate Review Process for Adverse Decisions



Improvements for Member Experience: Transportation Provider Assignment

Standards for trip scheduling, notification to members, and assignments to transportation providers

- Transportation providers are assigned one day prior to the appointment and not changed within one business day of appointment.
- Exceptions may be made for reasons related to safety, quality, vehicle availability, or urgent transportation.

Improvements for Member Experience: Public Transportation

New standards to ensure reasonable public transportation

- Drop off no more than 90 minutes before appointment
- 3 or fewer transfers
- At least 45 minutes from appointment end time to arrive at the pick up location
- Total travel time that is no more than than 45 minutes longer than the average travel time for direct transport

Improvements for Member Experience: Additional Riders

The contractor shall accommodate additional riders who are not medically necessary under the following circumstances:

- Additional rider(s) requested by a healthcare facility.
- Additional rider(s) under the care of the member.
- Additional rider(s) who are legal dependents of the member.
- An additional rider acting as a support person for the member.

Accommodations will be based on the number of seats available in the approved mode of transportation.

Improvements to Transportation Provider Network

- Improved transportation network requirements for specialized transportation.
- Improved transportation network requirements within each county to ensure timely pickup within each county for will call rides and urgent ride requests.
- Transportation provider ombuds aimed at strengthening the provider network by assisting with contracting questions and claims processing.

Additional Resources

[Dhs.wisconsin.gov/aboutdhs/alerts.htm](https://dhs.wisconsin.gov/aboutdhs/alerts.htm)

Sign up for DHS email alerts and updates on a range of topics

[Dhs.wisconsin.gov/badgercareplus/NEMT/index.htm](https://dhs.wisconsin.gov/badgercareplus/NEMT/index.htm)

DHS NEMT member webpage with updates, fact sheets, videos

[Forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=129](https://forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=129)

ForwardHealth Provider Handbook that contains detailed NEMT policies. You must accept a user agreement before accessing the content.

[Dhs.wisconsin.gov/forwardhealth/partners.htm](https://dhs.wisconsin.gov/forwardhealth/partners.htm)

Updates for community partners on changes in policy and coverage.

[Forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Updates](https://forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Updates)

Updates for providers on changes in policy and coverage.

Additional Resources

Veyo Websites

- WI.ridewithveyo.com
 - Links and resources for providers and members
- Member.veyo.com
 - Mobile-friendly member portal
- Veyo.com/rideview
 - Facility-based website

Additional questions or comments can be directed to the ForwardHealth Community Partners Inbox at DHSForwardHealthPartners@dhs.wisconsin.gov

Thank You!