## Members

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<th>August 2013</th>
<th>September 2013</th>
<th>October 2013</th>
<th>November 2013</th>
<th>December 2013</th>
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<tbody>
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## Reservation

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## Transport Mode

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<td>196,589</td>
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<td>224,739</td>
<td>197,083</td>
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## Call Statistics

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<td>Calls Presented</td>
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<td>Abandonment Rate</td>
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## Quality Management

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<tbody>
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<td>Provider Late</td>
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<td>Substantiated Complaints</td>
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*Information was updated to reflect a correction to the number reimbursed.

*Updated 11/22/2014*
reported metric | MTM, Inc. definition
--- | ---
abandonment rate | percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.1.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average daily basis. However, if the average speed to answer performance requirement is met, defined below, the call abandonment rate requirement shall not be enforced for that same date.
advanced life support | Advanced life support (ALS) vehicles must be staffed by at least two people, at least one of whom must be certified by the state or local authority as an emt-intermediate or an emt-paramedic. In addition to EMT training, advanced providers are certified to perform, advanced airway maintenance, monitor and treat cardiac events by EKG and treat other medical emergencies through direct administration of medications.
ambulatory | any mode of non-emergency transportation, other than an ambulance or smv, unless the smv is functioning in a common carrier capacity, in general encompasses travel by sedan, van, and taxi
average handle time | average amount of time in seconds between when caller receives live response from csr and call is completed, including time spent talking and hold time. Per Section 5.5.2.2.6 of the RFP, average time required to schedule a trip shall be no more than seven minutes. However, emphasis is placed on Average Speed to Answer over Average Handle Time.
average speed of answer | difference in seconds from caller entering call queue (past ivr) and receiving live response from csr. Per Section 5.5.2.2.3 of the RFP, calls should be answered by a live operator within 240 seconds, as measured on a daily average basis. The daily average will be calculated by totaling the hold time for all calls each day and dividing it by the total number of calls answered each day.
basic life support | Basic life support ambulances must be staffed by at least two people, at least one of whom must be certified as an emergency medical technician (emt) by the state or local authority where the services are being furnished. EMTs can deliver patient care such as CPR, operate a defibrillator and perform airway maintenance with minimal equipment.
calls presented | total number of calls that are received
cancelled | all trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, reconciliation, member cancellation
commercial air | a system for scheduled air transport of passengers
complaint free percentage | substantiated complaints compared to completed trip legs. Per Section 5.5.2.2.7 of the RFP, the average percentage of trips without substantiated complaints shall meet or exceed 99.7%.
completed by volunteer | total number of trip legs completed by volunteer driver
completed legs | All authorized trip legs for which MTM did not receive cancellation or other notification after date of service indicating transportation was not performed. Note: A trip leg is a unit of measure for a transport between two points (i.e., a member’s residence to a doctor’s office).
denials | number of denied reservations for reasons such as eligibility, enrollment, service not covered, inappropriate facility
driver complaints | member issue with driver
enrollment | eligible members enrolled in Wisconsin Medicaid or BadgerCare Plus as indicated on the monthly remittance
internal complaints | issue with MTM, Inc.: process, customer service, client protocol, trip accuracy
lodging (hotel) | total cost of lodging nights reimbursed for both members and any escorts/patients/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
lodging (nightly) | total number of lodging nights reimbursed for both members and any escorts/patients/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
mass transit | a system of public transportation including inter-city bus
meals (cost) | total cost of meals reimbursed for both members and any escorts/patients/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 200 miles one way to their appointment and are away for at least eight hours.
meals (reimbursed) | total number of meals reimbursed for both members and any escorts/patients/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 200 miles one way to their appointment and are away for at least eight hours.
member no shows | all trips where the member either was not available for pickup or cancelled the trip trip to the driver at the time of pickup on any leg. Per Section 5.2.2.1.1 of the RFP, the transportation provider is not required to wait more than ten (10) minutes after the scheduled pick up time.
member served | number of unique Wisconsin Medicaid or BadgerCare plus members utilizing transportation
mileage reimbursement | number of trip legs approved for mileage reimbursement for appointments to covered services and within all WI DHS guidelines (does not include authorized volunteer drivers)
no vehicle available | MTM, Inc. was unable to locate a vehicle for transport for any trip reason except for dialysis or cancer treatment
no vehicle available - critical care | MTM, Inc. was unable to locate a vehicle for transport for a dialysis or cancer treatment trip
provider complaints | member issue with transportation provider: dispatch/officestaff
provider late | member issue with transportation provider that arrived late for scheduled pickup or return ride. Per Section 5.2.2.1.2 of the RFP, any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For a Will Call return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification. Any deviation for the one (1) hour time frame is not acceptable as a timely service.
provider no show | member issue with transportation provider that did not arrive for scheduled pickup or return ride
public entity | a transportation provider that provides shared passenger transport service, para transit, deviated fixed-route, or is not identified as a fixed-route bus system
reservations scheduled | all completed trip legs including cancelled trip legs and member no show and vendor no show trip legs
same day trip legs | completed trip legs with less than 24 hour advance notice
standing order trip legs | trip legs associated with a recurring appointment that is automatically scheduled with any regular occurrence
stretchers | transportation provider stretcher van
substantiated complaints | total number of valid complaints reported. Per Section 5.4.5 of the RFP, all complaints must be deemed substantiated or unsubstantiated within thirty (30) business days.
utilization rate | the total number of completed trip legs plus member no shows divided by the total number of members
vehicle complaints | member issue with vehicle
wheelchair | transportation provider vehicle equipped to transport wheelchair
<table>
<thead>
<tr>
<th>County</th>
<th>August 2013</th>
<th>September 2013</th>
<th>October 2013</th>
<th>November 2013</th>
<th>December 2013</th>
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<tbody>
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*Information was updated to reflect corrections to the alphabetical order of counties. Data remains unchanged.
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