

Non-Emergency Medical Transportation

New Transportation Manager and Service Improvements

Facility and Transportation Association Forum

Agenda

- Key Things to Know about NEMT
- New NEMT Manager
 - Service Improvements
 - Policy Improvements
 - Facility Resource
 - Transportation Resource

Key Things to Know about NEMT

How to Schedule a Ride

- Members or their representative can call Veyo at (866-907-1493 or TTY 711) to request a ride. This is the same number used to call the previous vendor.
- Members can also schedule a ride online at member.veyo.com.
- Members must schedule rides for routine appointments at least two business days in advance.
- If members need a ride to an urgent appointment, Veyo will arrange it for them in three hours or less.

How to Schedule a Ride (cont.)

- If members have regularly scheduled appointments, they can schedule rides three to six months at a time.
- If members have not scheduled a return ride in advance of the trip, they or their representative can call Veyo and a ride will be available within one hour.

What is the Level of Need Process?

- If members have a medical condition that would require a special vehicle, their doctor will need to complete a Level of Need (LON) assessment with them. This will be used to determine the most appropriate mode of transportation.
- Veyo will work with the member's doctor if they experience any changes to their condition that may require them to change the type of transportation they receive.

What is a Medically Necessary Attendant?

- Some members require an attendant to assist them on rides to appointments to help with things like wheel chairs and stretchers. This will be allowed if the attendant's presence is medically necessary.
- If they request an attendant, Veyo will require that a health care professional fill out a Medical Necessity form.
 - Veyo will fax this form to their health care professional.
 - Veyo must receive this form at least two business days prior to their appointment date.

What Else Do Members Need to Know?

- Escorts are allowed in the following situations:
 - It is medically necessary.
 - A parent/caregiver may ride along if the member is a minor.
- Meals and lodging are covered if the trip meets certain criteria.
- Parents or caretakers must provide car seats or booster seats needed for the ride.

When Will Members Need to Ride the Bus?

Veyo will pay for members to ride a bus to their Medicaid-covered appointment when all of the following are true:

- They live within one-half mile of a bus stop.
- Their appointment is within one-half mile of a bus stop.
- They don't have any exceptions for riding the bus.

What are the Exceptions for Riding the Bus?

Members will not be required to ride the bus if any of these are true:

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

What are the Rules for Minors Traveling Alone?

The following members may travel without a parent or caretaker:

- Minors age 16–17 years old, when traveling by a bus or vehicle.
- Minors age 12–15 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only.
- Minors age 4–11 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only with at least one other child to the same day-treatment or center-based behavioral treatment program.

Complaints Process

WHY 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

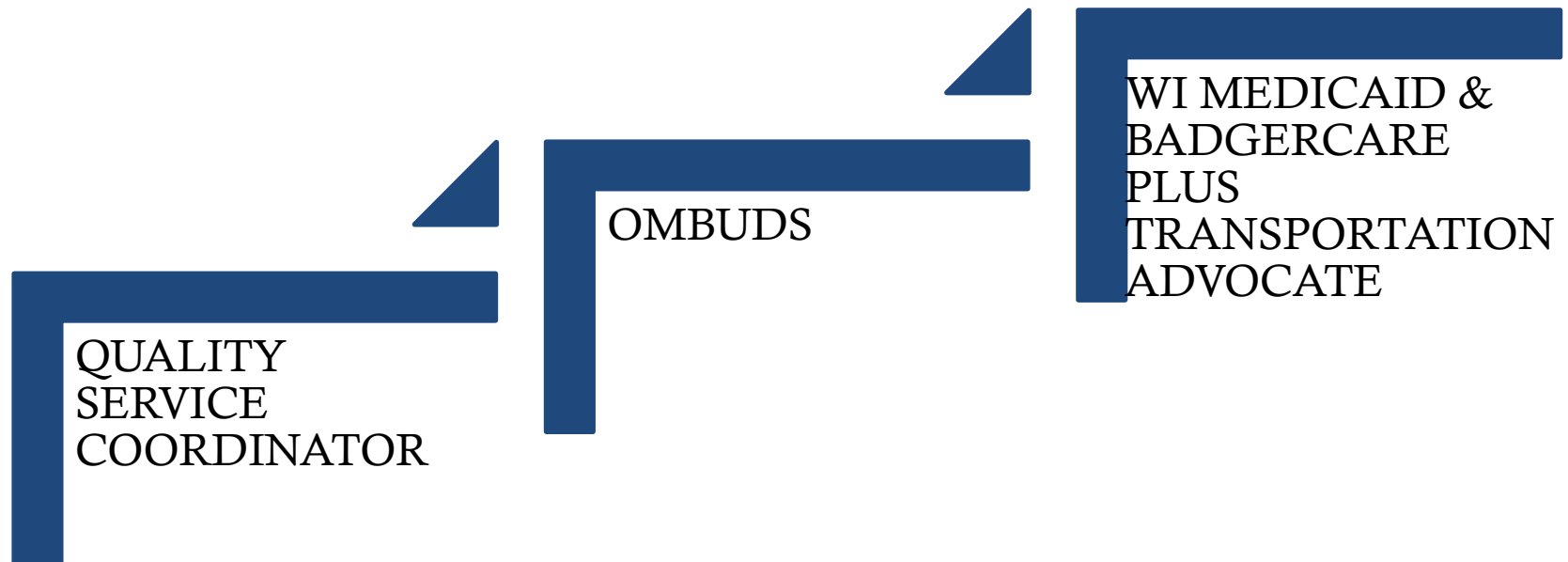
WHEN TO FILE A COMPLAINT

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

HOW TO 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 (cont.)



Denials and Appeals

Members who were denied a transportation service have the right to appeal.

- For example: being denied a ride or payment for meals or overnight stays.

Appeals process

- Request that the call center agent raises the issue to the Veyo member ombuds who will work with them to find a satisfactory resolution
- If they are not satisfied, contact the Medicaid and BadgerCare Plus Transportation Advocate.

Denials and Appeals (cont.)

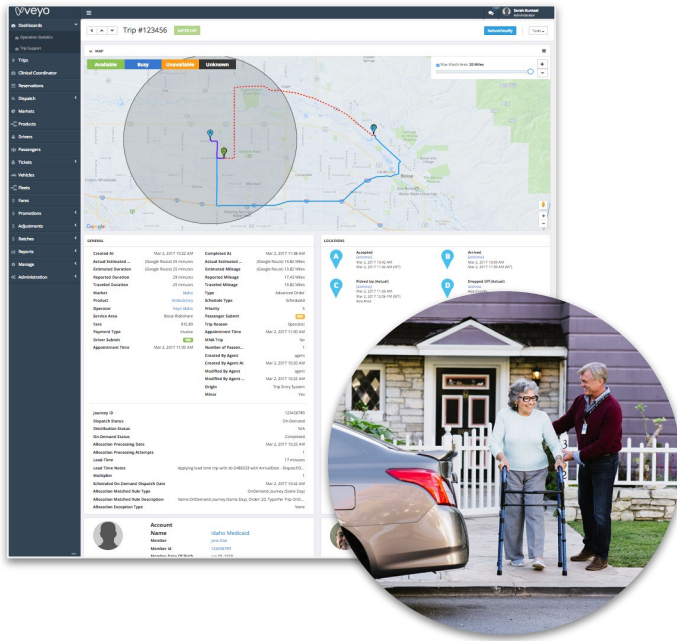
At any time, members may request a fair hearing through the Wisconsin Division of Hearings and Appeals.

Hearings:

- Are usually held 4-6 weeks from the date of the request.
- Are overseen by an administrative law judge.
- Establish a record of facts used to make a decision.
- Involve testimony from both the member and the Medicaid program.

New NEMT Manager

Who is Veyo?



- A Powerful Network in Non-Emergency Medical Transportation (NEMT)

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

- Innovative Technology

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

- Industry-Leading Partner

The first to bring technology and rideshare to NEMT, with over 5.6 million lives under management and 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
- Level of need process

Service Enhancements

- Mobile-friendly portal
- SMS capability (text messages)
- Critical care team
- Gas mileage reimbursement
 - Easier to submit for reimbursement
 - Easier to receive \$\$ (EFT)
- 3rd party review of denials
- Transportation Provider Ombuds
- Facility booking tool (RideView)
- Net new supply where needed

Updating Forms

- Veyo will receive the following forms from MTM and make sure rides are not disrupted during the transition:
 - Level of Need (LON) Form
 - Attendant / Escort Medical Necessity Form
 - Distance Verification Form
 - Parental Consent Forms
- If members have forms that were approved by MTM, they will receive your approved rides to prevent a disruption of service.
- If members have questions about this, contact Veyo at 866-907-1493 (or TTY 711).

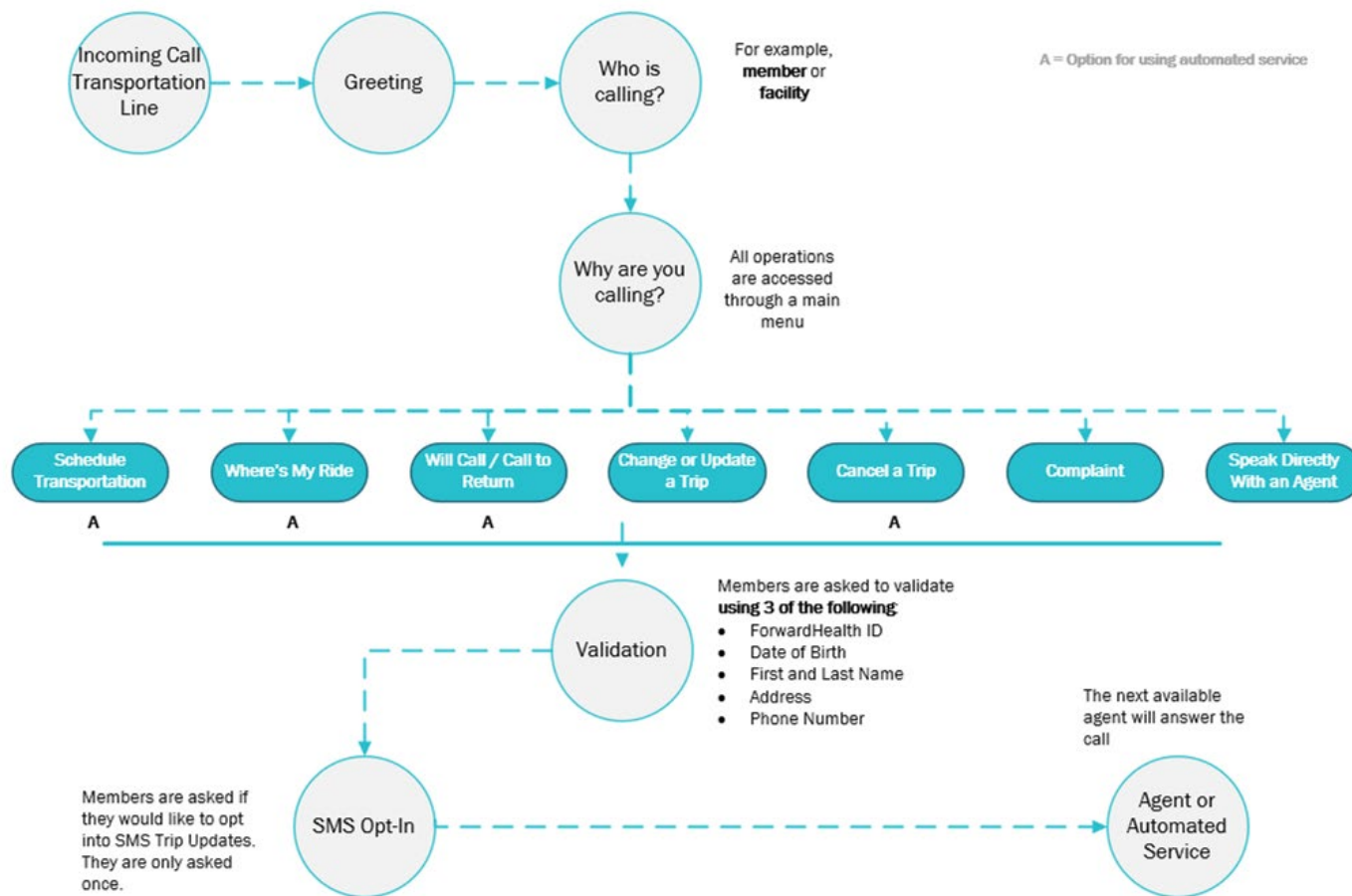
Updating Forms (cont.)

- If members have an existing Parental Consent form with MTM, it will be honored until January 31, 2022.
- Members should submit a new Veyo Parental Consent form for rides on or after February 1, 2022.

Service Improvements

Interactive Voice Response (IVR)

Flow Overview



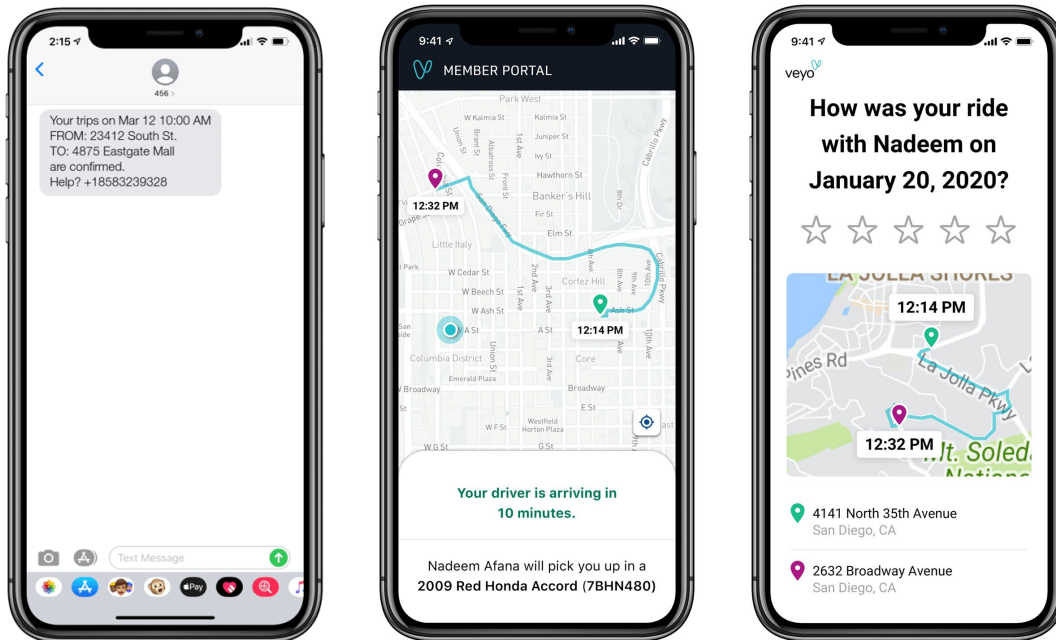
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Members Can Receive Text Messages About Their Ride



- When members call Veyo for the first time to schedule a ride, the agent will ask whether or not they would like to receive text message notification.
- Members 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 they have not scheduled a ride home from their appointment, they will have the ability to request a return ride with a text message.
- They can opt out of text messages at any time by responding STOP or UNSUBSCRIBE.

Veyo Member Portal

The first screenshot shows the desktop landing page for the Veyo Member Portal. It features the Veyo logo and the text 'MEMBER PORTAL'. Below this is an illustration of a car and a person. The main heading is 'Sign in or create a new account', followed by the subtext 'View, Manage and Book Veyo Trips. Directly from your phone.' There are two buttons: 'SIGN IN' and 'CREATE ACCOUNT'.

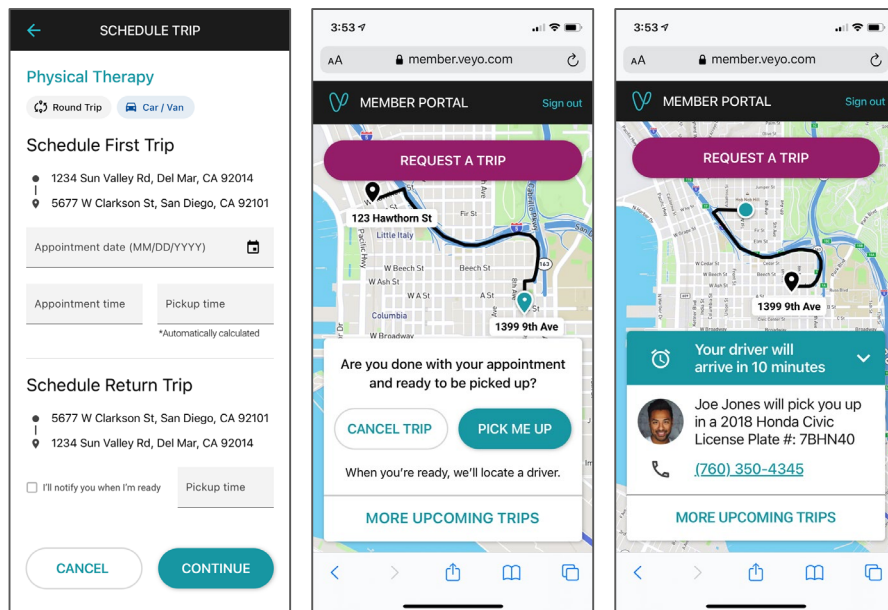
The second screenshot shows the desktop account creation form. It has the Veyo logo and 'MEMBER PORTAL' at the top. The heading is 'Create Account'. Below this is a paragraph: 'First, we need to make sure you are in our system. Please enter your name exactly how it appears on your Member ID card.' There are five input fields: 'Member First Name', 'Member Last Name', 'Member Medical ID (MID)', 'Member Date of Birth', and 'Your Email Address'. At the bottom, there is a checkbox for 'I agree to Veyo's Terms of Service and Privacy Policy' and a 'CONTINUE' button.

The third screenshot shows the mobile app view of the Member Portal. It has a status bar at the top showing the time as 3:53. Below this is a header with the Veyo logo and 'MEMBER PORTAL', and a 'Sign out' link. The main content area shows a photo of two people in a car. There are two buttons: 'REQUEST A TRIP' and 'UPCOMING TRIPS'.

- Veyo has an online portal that members can use on a computer, smart phone, or other mobile device.
- They can use the portal to book rides and view trip and driver information.
- To use Veyo's online portal, go to member.veyo.com (available on November 1).

Veyo Member Portal (cont.)

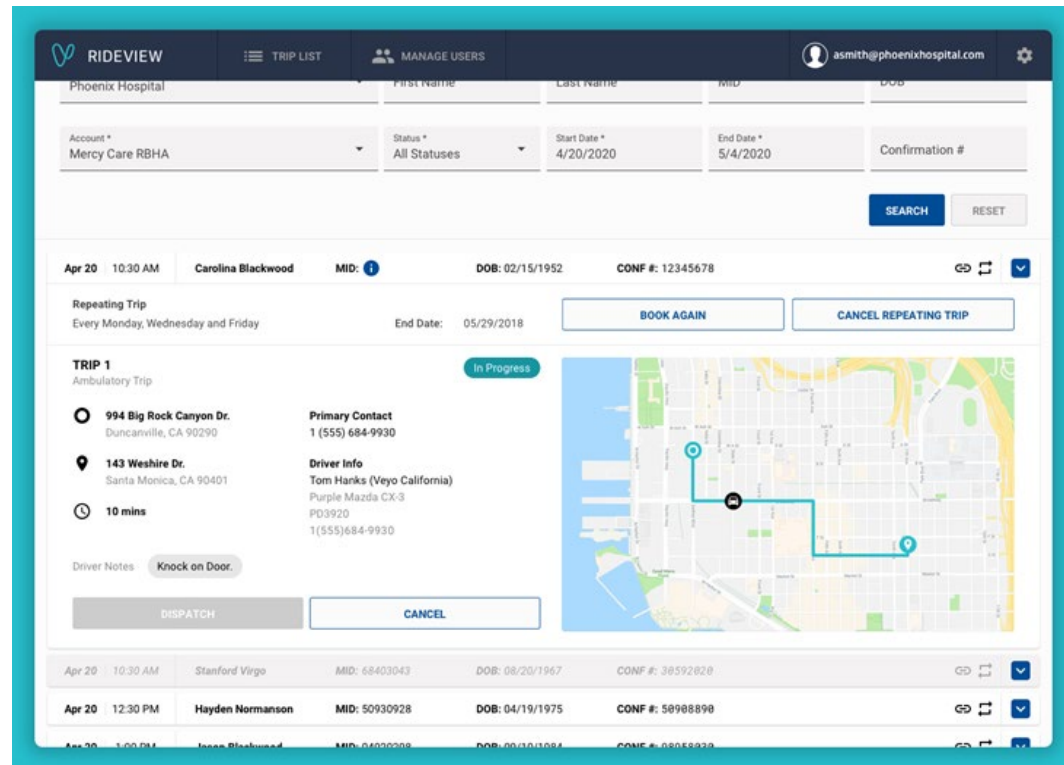
- Members can use the portal to book a routine ride from a list of their last five appointments (to the same health care provider at the same address).
- Members must schedule by phone for urgent rides and rides to appointment destinations that are not one of the last five appointments.
- If they have not yet scheduled a ride home from their appointment, members will have the ability to request a return ride home from the member portal.
- They 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 Facilities Training and Outreach Manager will assist with Rideview integrations. Email WIFacility@veyo.com for more information.

Improvements to Gas Mileage Reimbursement

- Members will use a similar reimbursement trip log that they've used with MTM.
 - The reimbursement trip log still requires a signature from their healthcare provider.
- There will be 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. Checks can be cashed for free at any US Bank location.

A New Critical Care Team

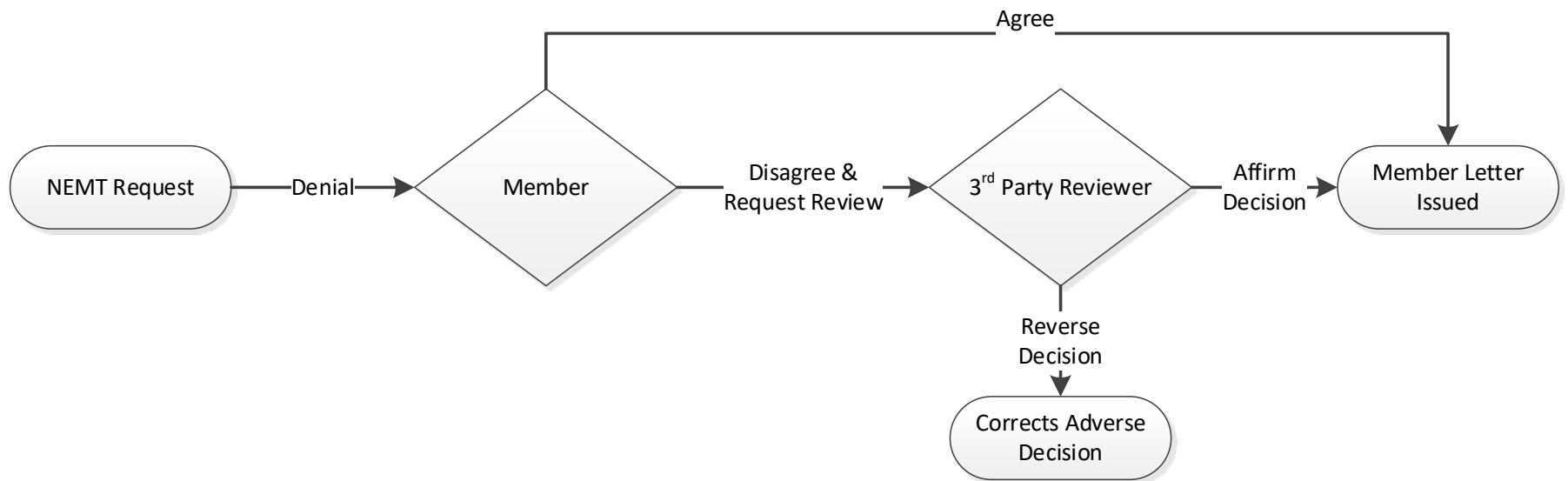
Veyo will have a Critical Care Team to help oversee critical transportation for dialysis, cancer treatment, hospital visits, and dental appointments.

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

Policy Improvements

New Third-Party Review Process for Denials



Improved Experience: Trip Scheduling

- In order to avoid confusion by last minute changes to the assigned transportation provider, we've improved the standards for trip scheduling, notification to members, and assignments to transportation providers.
- Transportation providers will be assigned one day prior to the appointment and will not change within one business day of appointment.
- Exceptions may be made for reasons related to safety, quality, vehicle availability, or urgent transportation.

Improved Experience: Public Transportation

We've set new standards to ensure reasonable public transportation.

- Members will not be dropped off more than 90 minutes before their appointment.
- There will be 3 or fewer transfers.
- There will be at least 45 minutes from when their appointment ends to arrive at the pick up location.
- Total travel time will be no more than 45 minutes longer than the average travel time when using direct transport.

Improved Experience: Additional Riders

- Veyo will accommodate additional riders who are not medically necessary when:
 - Additional rider(s) are requested by a healthcare facility.
 - Additional rider(s) are under the care of the member.
 - Additional rider(s) are legal dependents of the member.
 - An additional rider acting as a support person for the member is needed.
- 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.

Facility Resources

Jonathan Liegeois

Veyo's Education Training & Outreach Manager

Contact Info:

Email- WIFacility@veyo.com

Phone-(608) 472-4722

Resources:

Forms can be found at WI.ridewithveyo.com

Ride View Portal - Veyo.com/rideview

Transportation Providers Resources

Robert Verrette

Veyo's Transportation Provider Ombuds

Provider Website - Training, Credentialing Req, SMV

<https://providersupport.veyo.com/hc/en-us/sections/4403882514587-Wisconsin>

Provider Credentialing

Phone - 608-673-3870

Email - providerswi@veyo.com

Provider Dispatch

- Phone - 877-771-5972 opt 2
- Email - providersupportwi@veyo.com

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 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.

Questions and Feedback

- If you have any questions or feedback about NEMT services, please use the chat feature located on the bottom of your screen to type your comment.
- Please note that we have a lot of people on the call today, so our focus will be on answering questions are more general in nature.
- Please do not submit any personal information about yourself or your situation.
- Additional questions or comments can also be directed to the ForwardHealth Community Partners email at DHSNEMTInfo@dhs.wisconsin.gov

Thank You!