



MTM | State of Wisconsin Dept. of Health Services

Q1 2024 | March 7, 2024

Agenda

2023 Year in Review

- Quick Stats
- Program Overview
- Year over Year Comparisons
 - Trips
 - Calls
 - Complaints
 - Unsuccessful Trips

Highlighted Discussion Topics

State NEMT Advocate: Pamela Parker

MTM Link System Update

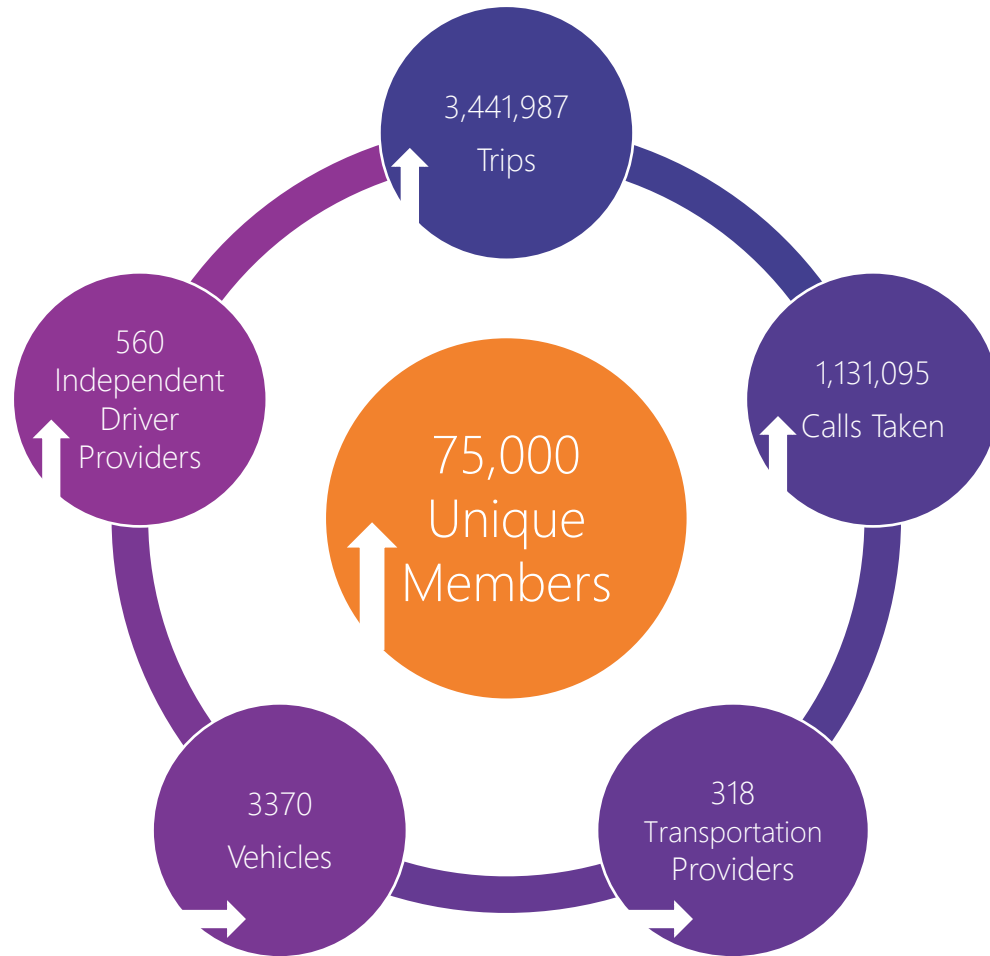
- Migration Review and Lessons Learned
- Facility Portal and Education Training & Outreach
- MTM LINK Member App
- Next steps
- 2024 Service Strategy

2023 Year in Review



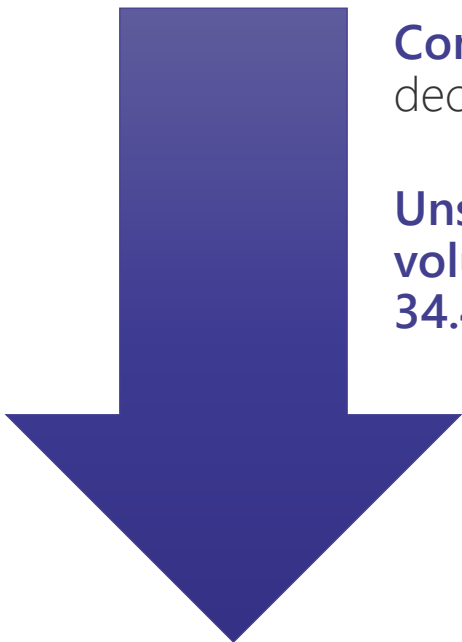


2023 Quick Stats





2023 Program Overview: Focus on Service



Complaint volume
decreased by **16.23%**

**Unsuccessful trip
volume** decreased by
34.47%

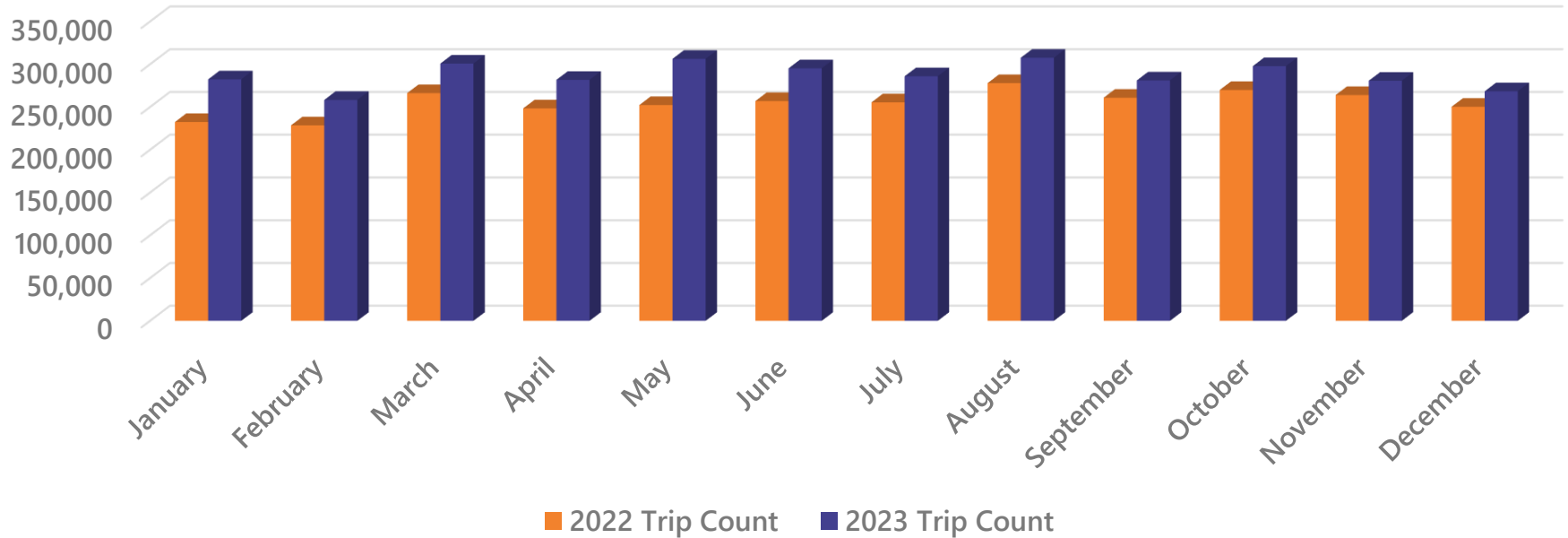


Trip volume
increased by **10.56%**

Call volume
increased by **9.74%**

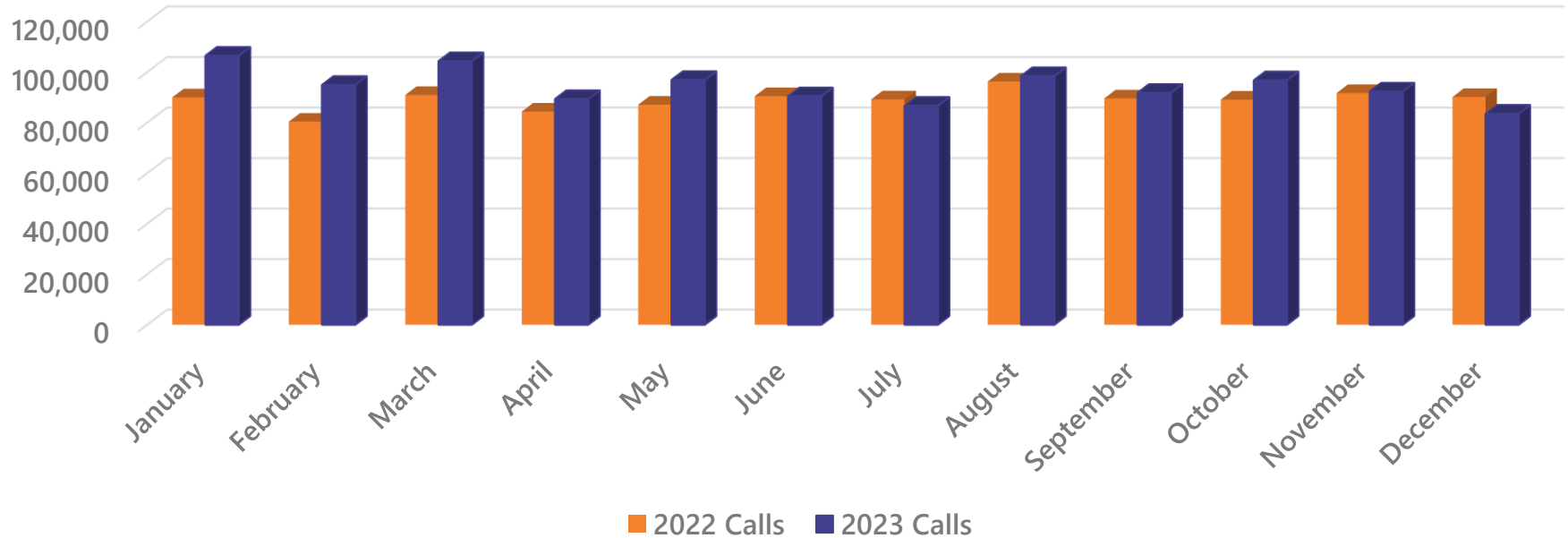


Program Overview: Year Over Year Trips



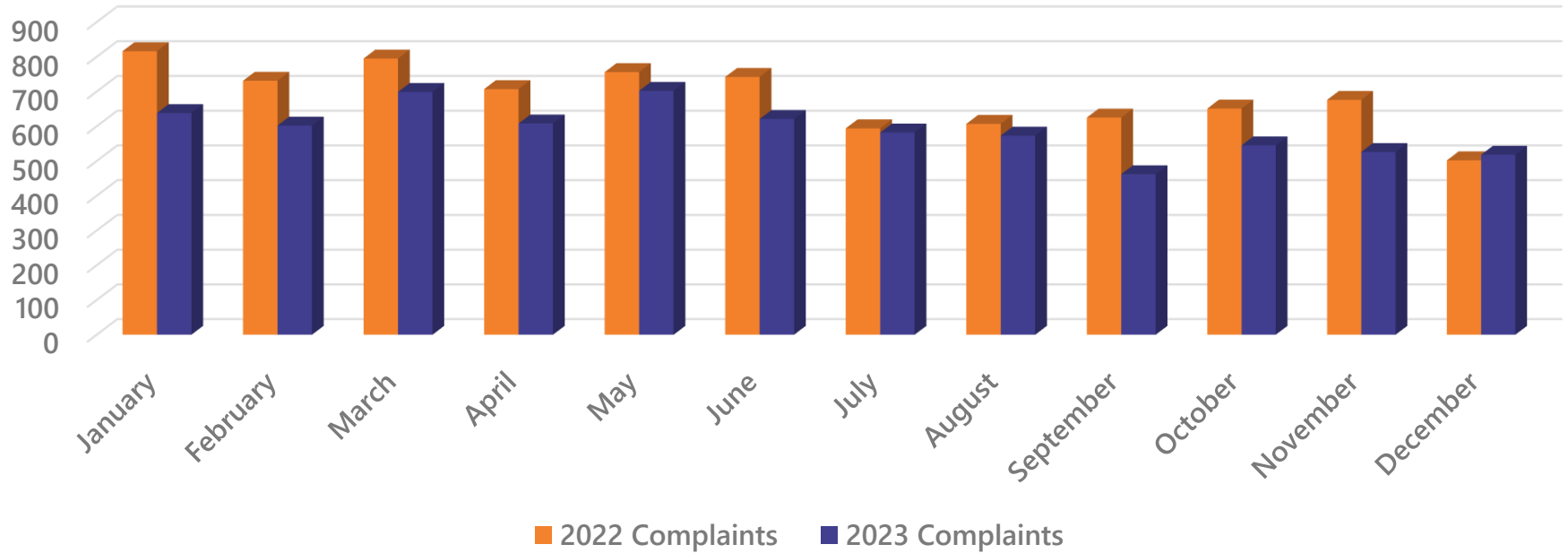


Program Overview: Year Over Year Calls



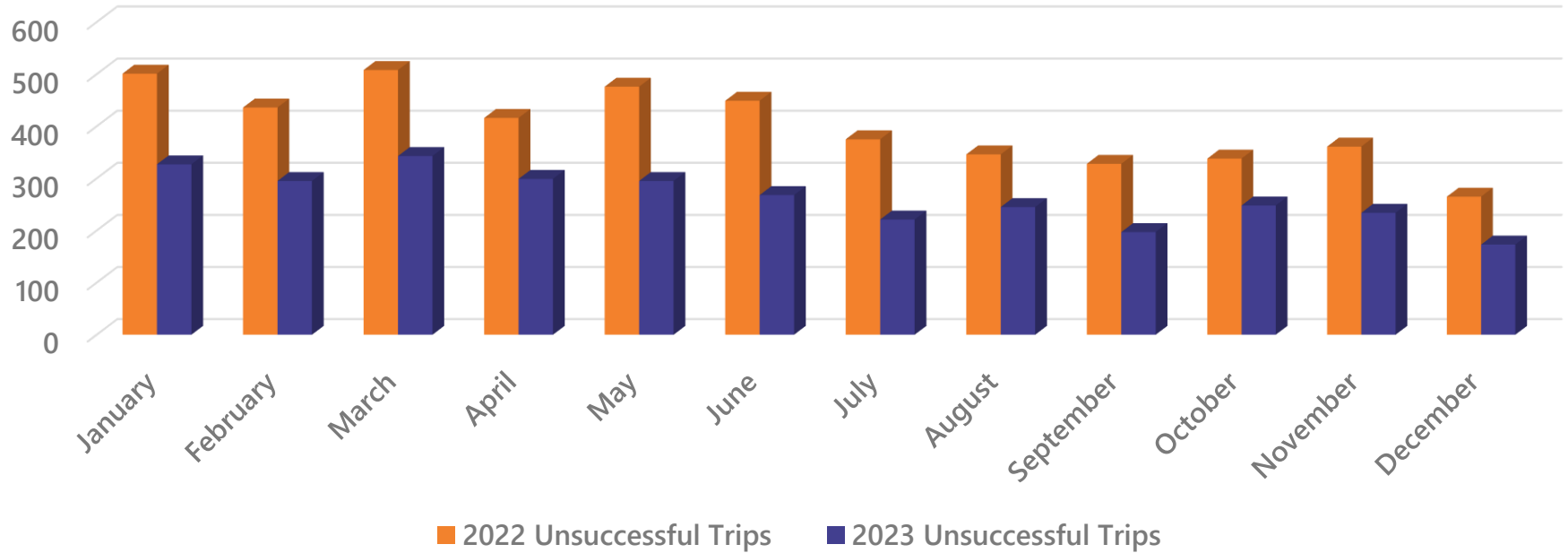


Program Overview: Year Over Year Substantiated Complaints



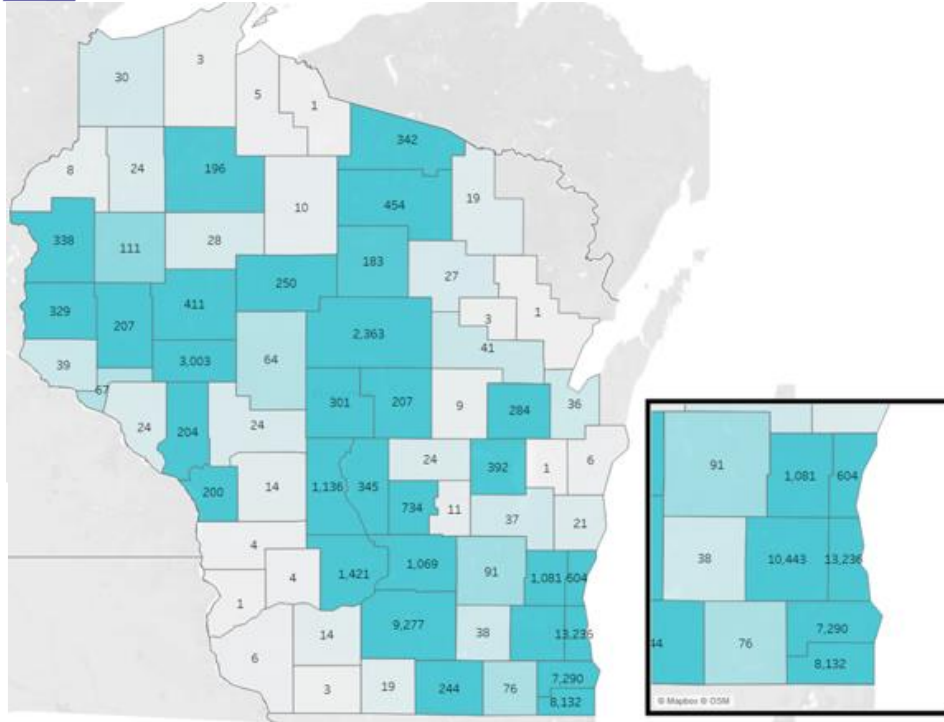


Program Overview: Year Over Year Unsuccessful Trips





Transportation Provider Network



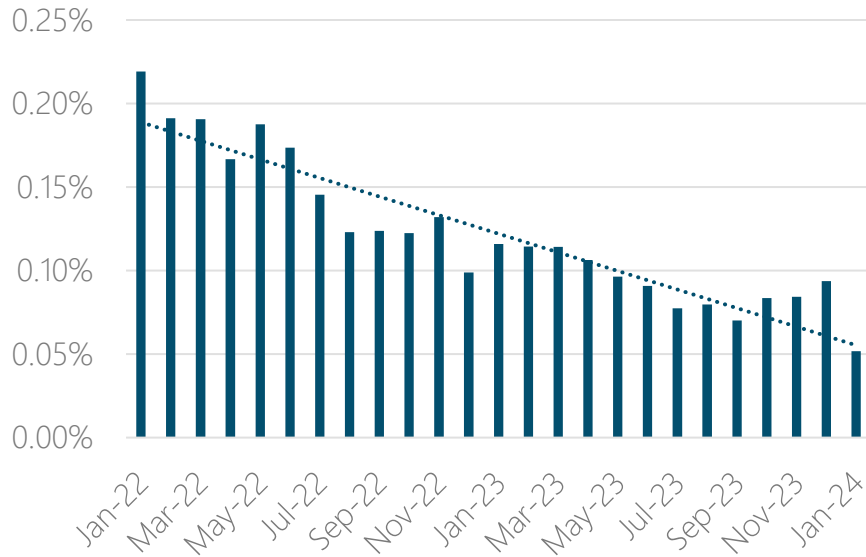
New 2023 Transportation Providers

This map shows by county, how many trips were taken by transportation providers onboarded in 2023.



Transportation Provider Network

Unsuccessful Trip Trend



Unsuccessful trip trends are the key measure of network adequacy and quality.

In 2023 MTM/Veyo took specific actions to reduce unsuccessful trips which included:

- Adding staffing for minor and critical care trips
- Focusing task work on driving increased consistency for members
- Developing formal action plans transportation providers on an as-needed basis to address opportunities for improvement

2023 Year in Review

Feedback and Questions



Highlighted Discussion Topic

*State NEMT Advocate: Pamela
Parker*



Pamela Parker

Began with Forward Health Jan 2019

Began as NEMT Advocate Jan 2022

Serves as an additional resource to Wisconsin Medicaid and Badger Care Plus members who:

- ❖ **Were not satisfied by the NEMT manager's Member Ombudsman**
- ❖ **Disagreed with MTM's resolution of their complaint.**

The NEMT Advocate will:

- ❖ **Monitor the service complaint to completion for compliance purposes.**
- ❖ **Manage service requests of customers through different access channels. IE:**
 - **MTM Member Ombudsman referral**
 - **Member services**
 - **Other Agencies/Advocates**



Pamela Parker

The NEMT Advocate's responsibilities include:

- ❖ Providing information and education to members about how to use NEMT services.
- ❖ Working in conjunction with the NEMT manager, including the Member Ombudsman, to investigate and resolve issues quickly.
- ❖ Performing research and providing recommendations on the current state of the NEMT program.
- ❖ Reviewing customer feedback related to customer entitlement and case management.
- ❖ Analyzing statistics related to customer access and case management and recommending resolutions based on analysis.
- ❖ Reviewing escalated customer issues and recommending action via post incident reviews.



NEMT Advocate Vs MTM Member Ombudsman

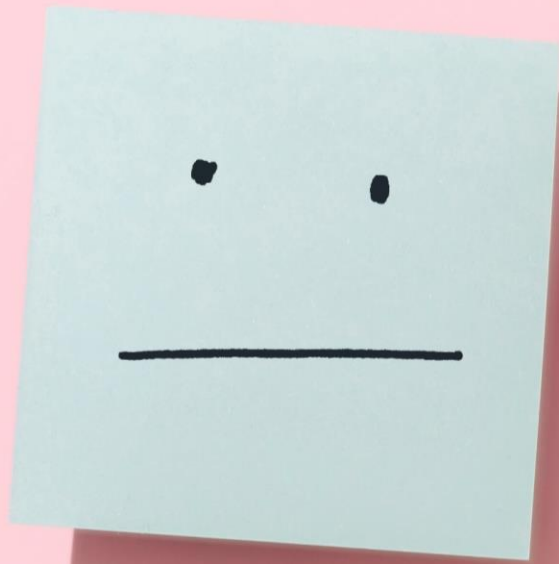
Advocate & Ombudsman work together to provide an unbiased advocacy for our members to voice concerns and champion issues internally on behalf of members

The NEMT Advocate:

- ❖ Performs a second review of complaints, denials, and appeals.
- ❖ Confirms member concerns have been addressed.
- ❖ Escalates complaints according to policy and procedures.
- ❖ Liaisons with Member Services, Eligibility and Provider Services teams to ensure correct coverage for members.

The MTM Member Ombudsman:

- ❖ Assists members with questions about NEMT services.
- ❖ Helps members by working directly with them to resolve their concerns.
- ❖ Provides support throughout the complaint process.
- ❖ Hosts group learning sessions and Member Committees.



Common Issues

- ❖ **Transportation Provider Concerns**

Late pick-up, rude driver

- ❖ **Gas Mileage Reimbursement**

Denied trip logs, payment status

- ❖ **Meals & Lodging**

Prior Authorization assistance, forms assistance, reimbursement

- ❖ **Understanding complaint resolution decisions**

Member Data and Trend Tracking

- **Member data tracked:**
 - Number of individual complaints received by the NEMT Advocate
 - Substantiation rate of complaints reported to the NEMT Advocate
 - High volume complaint reasons regarding NEMT services
- **Trend analysis:**
 - Transportation provider no shows ~
 - No Vehicle Available ~
 - Gas mileage reimbursement ~

Tracking data and trends allows the Advocate to isolate issues affecting resolution.



Contact me

Members: Please call Member Services

1-800-362-3002

**Email: memberservices@wisconsin.gov
Attn NEMT or Pamela Parker**

Contact me

Other Advocates, Ombudsmen and
Facilities: Please call the direct line

1-866-244-6718

Email: memberservices@wisconsin.gov
Attn NEMT or Pamela Parker

MTM Link System Update





MTM Link: Common Terms

Provider Turnback

Turnbacks occur when a transportation provider cannot accommodate a trip and returns the trip to MTM for dispatch to another transportation provider. MTM's goal is to minimize turnbacks.

Marketplace

A MTM Link feature that allows multiple transportation providers to view available trips at the same time. Providers can select trips they can accommodate directly from the marketplace. Providers with low complaints, low unsuccessful trips, and low turnbacks can have marketplace enabled.

Transportation Provider Acceptance Rate

Trip acceptance rate is the measure of trips successfully dispatched on the first attempt. MTM's goal is to maximize the acceptance rate and measures this at both the transportation provider and network level.



MTM Link: Review and Lessons Learned

What Went Well?

Member and facility townhalls

Transportation provider engagement

Technology data transfer

What Didn't Go Well?

Initial call center performance

Facility portal access

Early transportation provider turnback volume

Pickup times initial migration

Performance Updates

Call center performance back on track

Facility portal access problems resolved

Provider turnback percentage decreasing

Systematic dispatch success exceeding Veyo system



MTM Link: Review and Lessons Learned

What Went Well?

Member townhalls: 78 members attended the 6 different member townhall meetings.

Facility townhalls: 79 healthcare facility representatives attended the 6 townhall meetings.

Transportation provider engagement: In addition to nearly 100% participation in the on-site and virtual trainings, transportation providers actively participated in our open-forum virtual meeting series that was scheduled for the first few weeks after migration.

Technology data transfer: Nearly all required information (members, trips, transportation providers, etc.) successfully migrated from the Veyo platform to MTM Link.



MTM Link: Review and Lessons Learned

What Didn't Go Well?

Initial call center performance: Talk-time, which is the average length per call, exceeded our estimated increase during the first few weeks. This left fewer agents available at any given time to take calls. This led to long hold times and members hanging up to call back in later.

Facility portal access: Two technical problems temporarily restricted access to the healthcare facility portal. These issues were corrected by February 15th.

Early transportation provider turnback volume: Incorrect or updated transportation provider availability, resulted in increased turnbacks.

Pick-Up Time on Migrated Trips: The pick-up time data point from the Veyo system did not migrate with the rest of the trip data.



MTM Link: Review and Lessons Learned

Performance Updates

Call center performance: Increased call center agent staffing, shorter talk times, and increased use of MTM Link by facilities and members have improved call center performance.

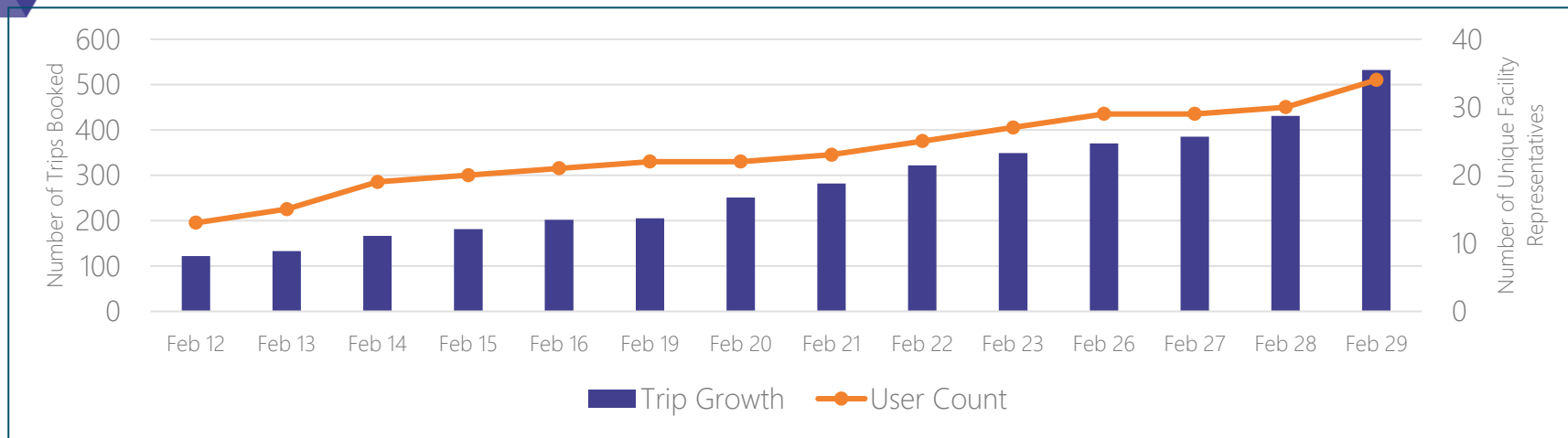
Facility portal access problems resolved: All technical access problems have been fixed. MTM is continuing to provide training support to facilities upon request.

Reduced transportation provider turnbacks: Turnbacks have decreased since the migration date. Daily updates and adjustments are made to transportation provider capability.

Trip dispatching success: The transportation provider trip acceptance rate on the Veyo platform was about 70%. The acceptance rate, which is the measure of trips successfully dispatched on the first attempt, with MTM Link has been between 88-90%. MTM's goal is to be consistently at 90%.



MTM Link: Facility Portal Usage



This chart shows the growth in both:

- Trips booked directly by facilities using the MTM Link Facility Portal (Trip Growth)
- Count of unique facility representatives using the Facility Portal to book transportation for the members they support (User Count)

Through February 29th, 375 facility representatives have signed up for and used the MTM LINK Facility Portal.



Education, Training, and Outreach (ETO)

The ETO team works with healthcare facilities to:

- Improve and/or troubleshoot member transportation
- Provide hands-on MTM Link Facility Portal education to ensure facilities know how to leverage the new technology to efficiently schedule/manage rides and view member trips
 - The ETO team has conducted 21 Facility Portal trainings in February 2024
 - These trainings have been both virtual and in-person. The trainings are focused on each facility's unique transportation management objectives.





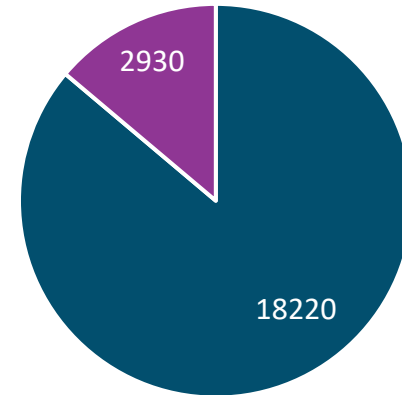
MTM Link: Member App Usage

Approximately 4500 members have downloaded the MTM Link Mobile App!

This chart shows the number of gas mileage reimbursement (GMR) claims that have been processed for trips that occurred between February 1st and February 26th, 2024.

The claims are broken out between paper trip log and mobile app submission methods.

GMR Claims by Submission Method



■ Manual ■ Via Mobile App



MTM Link: Next steps

- Automated outreach to members who utilize gas mileage reimbursement to validate or update their payment information.
 - The MTM website has already been updated with instructions on validating or updating payment information.
 - Outreach will include automated phone calls and SMS text messages for individuals who have opted into SMS.
- The transition from MTM/Veyo co-branding to stand-alone MTM branding will occur on May 1, 2024.
 - Co-branding began on February 1, 2024 and will be in place for 90 days until May 1.
 - Forms and documents that currently use the MTM/Veyo co-branding will only say MTM after May 1.
- Expansion of the marketplace feature for transportation providers.
 - This feature allows multiple transportation providers to view available trips at the same time.
 - Transportation providers can accept trips directly through the marketplace interface.
 - MTM plans to use this feature primarily for trips that are not part of a recurring schedule (e.g., same day trips).
 - This feature is expected to reduce the number of unsuccessful trips.



2024 Strategy: Increased Consistency for Members

Members Have More Visibility into Recurring Trips



Transportation Providers Are Assigned More Consistently



Transportation Providers Have Advance Notice to Recurring Trips

Members have multiple ways to view recurring trip schedules through the MTM Link Mobile App, MTM Link Website. Members may also call MTM for this information.

Members will receive two phone calls reminding them when their recurring trip schedule is going to expire; two weeks and one week prior to expiration.



The MTM Link platform uses both logic and dispatch timing to increase consistency in provider to member matching.

The MTM Wisconsin Operations team uses performance data to identify consistent transportation provider assignments.



Once a transportation provider to member match is made, the trips on that recurring schedule will be dispatched to the transportation provider before short-notice or stand-alone transportation requests.

Please let MTM know about changes to your trip schedule.

MTM Link System Update

Feedback and Questions



Appendix





MTM Link: What Changed?

What didn't change?

- **Call Center phone number**
 - 866-907-1493 (TTY: 711)
- **Staff who operate WI NEMT program**
- **NEMT rules and protocols**
- **Transportation modes**
 - Sedan, bus, wheelchair lift, etc.
- **Transportation companies & drivers**
- **We will continue to accept up-to-date forms with Veyo logo, including:**
 - Level of Need forms
 - Mileage Reimbursement trip logs

What changed?

- **Website Address** (<https://www.mtm-inc.net/wisconsin/>)
 - Veyo website addresses will automatically redirect to the MTM website until February 1, 2025
- **Slight changes to forms and letters**
 - MTM/Veyo co-branding logo: February 1st – April 30, 2024
 - MTM stand-alone logo: May 1st, 2024
- **New MTM Link Facility Portal**
 - For questions or to gain access to the MTM Link Facility Portal contact CO-WI@mtm-inc.net
- **New optional “MTM Link Member” app. Download via App Store or Google Play**
 - Can be used to schedule rides and claim mileage reimbursement
 - Some rides must be scheduled through the call center (e.g., urgent trips)
- **New optional Mileage Reimbursement Method**
 - US Bank Card (debit card)
 - Paper check and direct deposit will continue to be available



MTM Contact Information

Members and Healthcare Providers

- Book Trips or Submit Complaints: 866-907-1493
- Email for Healthcare Providers:
CO-WI@mtm-inc.net

Transportation Providers

Email: providerswi@mtm-inc.net

Website

<https://www.mtm-inc.net/wisconsin/>

Member App

Download the *MTM Link Member App* via Google Play or the App Store



Jas Blue – Community Outreach

636-723-9365

CO-WI@mtm-inc.net



Que Hatchett – Member Ombuds

636-674-6386



**Jennifer Anderson –
Transportation Ombuds**

608-716-5619

ProvidersWI@mtm-inc.net

Closing Questions and Feedback

Thank You for Attending!

