

NEMT Stakeholder Meeting Notes
November 3, 2011
Kirby Building, Room 297

The meeting was opened by Tara Larson stating she would chair the meeting, and noting that the agenda is short, and would focus on a recap of NEMT activities that have taken place to date. Tara stated that she never expected 100% agreement from the Stakeholder Group but that she did expect open debate and transparency.

NEMT Talking points dated 8/18/11 were distributed to the Group and reviewed.

Recap of Activities Power Point Presentation dated 11/3/11 was distributed to the group and reviewed. Presentation recapped the following:

- July 14, 2011 Public Meeting at the Brownstone Hotel;
- July 27, 2011 follow-up meeting held with Rebecca Troutman, Nancy Coston, Sherry Bradsher, Linda Wallace, and Miriam Perry where each agreed to recommend three individuals to serve as Stakeholders;
- August 18, 2011 Stakeholder meeting where the Stakeholder Group was charged with drafting a Transportation Plan that would present how DSS, the State, and the Providers would work together to fix the problems with NEMT;
- September 14, 2011 Stakeholder Meeting where sub-work groups were formed to focus on cost reduction methods, policy revisions, and training and communication;
- September 29, 2011 Stakeholder Meeting where the framework for the Transportation Plan was developed, and goals and benchmarks were established;
- Draft Transportation Plan sent out for comments October 11, 12, 13, 2011. Comment period extended to October 21, 2011;
- Phone meetings Tara held at the request of Transportation Provider Representatives on October 14, 2011 and October 26, 2011;
- Findings of CMS Exit conference on October 24, 2011 where NEMT received four citations and possibly would have received more had it not been for the activities proposed in the draft Transportation Plan;

- NEMT issues addressed with the Fraud and Abuse Management System (FAMS); had claims ran through FAMS and compiled errors into a document that shows trends and gives an idea of how we need to conduct future audits; distributed and reviewed 'Percentage of Errors for Transportation'; and
- Addressed Stakeholder concerns with the draft Transportation Plan.

Distributed and reviewed Percentage of Error Comparisons of the audit results from 2007 and the draft results from the 2011 Program Integrity audit. The documents show that the error rate has increased in each area.

Per the request of Stakeholders, Tara shared information on the costs from July 1, 2010 through October 31, 2011:

\$15,422,379 for County Transportation and \$582,807.52 for County Admin.

Tara stated that the rates and fees in the negotiated contracts are all over the map, and that brokerage came about because of being able to capitate the pmpm costs. Jerry Rhodes stated that there is no incentive to save money or worry about efficiency because it is 100% reimbursed.

Tara stated that we will have a Transportation Plan, and that we can put meat on the current draft or throw out the current draft and start over. The current draft plan dated 10/25/11 was distributed and reviewed, and the group agreed to throw it out and start over.

George Wood suggested that Best Practices be incorporated into the Plan. A new sub-group was formed and the members are: Tammy Schrenker, Sharon Scott, Jerry Rhodes, Ryan Whitson, and Don Willis. It was recommended that Best Management Practices be distributed as soon as possible.

Jerry Rhodes suggested that we extend the timeline from June 30, 2012 until January 1, 2013 to decide next steps, fix the problems through direct enrollment or whatever we decide to do.

George Wood asked that references to doing brokerage as a next step if NEMT problems are not corrected not be in the Plan.

Tara stated the willingness to address the timeline and the sentence in the Plan that refers to the RFP.

Rebecca Troutman compared NEMT enrolling as providers to how emergency providers now bill transportation.

Don Willis stated that transportation is a support program. He asked how our overhead costs compared to other states.

Ryan Whitson asked if we could require all DSS's to use PTA.

Linda Wallace said that we came to the table with pre-determined outcomes. She stated that the State has not done the audits with DOT vendor. She said it's like we are set up to fail.

Sheila Platts stated that we are working to contract with the vendor that does the DOT audits, and that we anticipate the audits to begin this year and be completed by the spring of next year.

Tara stated that we can give the Group the tool so they can begin doing self assessments on their agencies using the 13 areas in the Percentage of Errors for Transportation document. She said that we are not trying to reduce trips, but find a better way to arrange trips.

Bill Appel distributed the draft policy to the Group. Tara stated she had not reviewed it yet, but for the Group to mark it up and return it to Bill by Monday November 7 COB. Tara will review over the weekend and have comments to Bill Monday November 7. Bill will send out revisions by Wednesday of next week, November 9.

Tara shared that regional training sessions would be held to provide training on the revised Medicaid Transportation Policy. She said that the same training would be presented by the same trainers at each session. She stated that training would be in December and January.

Sheila encouraged the group to provide venues that could be used for the regional training sessions.

The Stakeholder Group agreed to the following 4 items and all present agreed that these 4 items should be added to the Transportation Plan:

1. Centralize the NEMT Audit process and contract with DOT's audit vendor.
2. Direct Enrollment - Provider would be responsible for paying back money reimbursed in error. Provide information to the Group on direct enrollment.
3. Next steps date is moved from June 30, 2012 to January 1, 2013.
4. Error rate reduction to less than 5%.

Tara stated that DMA would add to the new Plan the 4 items that were agreed to at this meeting today, and the Plan would then be distributed to the Stakeholder Group who will

add their content, comments, suggestions and sub-workgroup reports to complete the Transportation Plan. The group was asked to not submit their content and comments by email but to incorporate them into the Plan itself using track changes, as this will place their comment exactly where they intended it to be.

At end of meeting, Linda Wallace, NCPTA volunteered to provide the template to be used for the new plan. **Update: On 11/16/11 Linda Wallace informed DMA that she would provide the template by November 18, 2011.**