

Non-Emergency Medical Transportation (NEMT) Follow-Up Meeting

July 20, 2011

Attendees:

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Sharon McDougal

The meeting was opened by reviewing the notes and agreeing on what we heard at the public meeting on July 14, 2011. The high level summary

1. Slow down the RFP process.
2. Give the existing transportation providers/agencies a chance to fix the problems.
3. Study and research what needs to be done and involve stakeholders.
4. The State has not done what it should in enforcing transportation policy, providing feedback on performance in a timely manners and following up on the transportation audit results.
5. Look at ways to cut costs and reduce error rates without abandoning the current system.

Discussion about the details and validity of the 5 themes summarized above. Both agencies shared current status of efforts to improve quality and efficiencies and to also address costs. The recommendations below address the 5 themes above, do not compromise on the outcomes/deliverables of a brokerage system and also demonstrates adherence to the Governor's priority of setting government straight and DHHS Excels goals of collaboration, customer-focused, anticipatory, transparent and results oriented.

Using the power of the Medicaid program to improve the standard of care across the state of NC, the group recommends

Next Steps and Recommendations:

1. Partner with DOT in this joint initiative
2. Do not release RFP for fiscal year to allow time to explore and evaluate alternative solutions.
3. Contract with an external firm to complete an audit the existing transportation providers and administrative agencies over the next several months. Utilize DOT's contract with their external consulting firm to provide current compliance status and issue reports timely. The details of the audit and scope will need to be more fully scoped. This FY work may need to focus on Medicaid transportation but the long term goal is to align audit schedules and tools and to receive a single audit report on transportation for both agencies.

DOT initially had to audit all 79 agencies and now have the agencies on a staggered 3 year review schedule. This will further demonstrate the collaboration and partnership with the two agencies and also assure compliance among the leverage of financial resources at the local level.

4. Establish a stake holder group, co-chaired by DMA and DOT of about 10-15 individuals. The State would establish the parameters of the group, including non-negotiable items such as \$ amount of budget reductions to be achieved, % reduction of error rates, maximum amount of administrative dollars to be used. The scope would be include but not be limited to:
 - Develop and write a comprehensive statewide transportation plan, to be provided to no later than xxxx xx, 2011. (target early October)
 - The plan will set measurable parameters for reducing costs, and will establish a timeline for reducing costs this FY
 - The plan will establish a method for reducing the error rate, establish resulting consequences for failure to reduce errors, and will establish a method for repayment of funds claimed in error.
 - The plan will set uniform standards and requirements for transportation providers to use in claiming reimbursement using established codes, rates and provider requirements.
 - Establish a training plan that will address current policy requirements and provide state direction and expectation. The ongoing training program will utilize the findings of the audits to drive the curriculum content and policy revisions/interpretation.
 - Establish reporting requirements and performance posting of quality indicators.
5. If the expected outcomes (reduction of error rates, reduction in costs and improvement in quality) are not achieved by July 1, 2012, issue an RFP to implement a Brokerage System effective January 1, 2013. The system will have ongoing performance feedback so that the decision of moving forward with the RFP in July 1, 2012 will not be a surprise.
6. Maximize technology utilized by DOT such as ITRE Program and Route Match to improve efficiencies and to leverage resources.
7. DMA will update policy manuals and rules.

Reactivate Executive Order 21. If the order is re-energized, then the transportation group authorized under the Order may be able to serve as the stakeholder group referenced in #4.