



Transit

Pennsylvania
Transportation Summit
December 11, 2023



CHC Overview

- **Non-Medical Transportation**
- **Non-Emergency Medical Transportation for LTSS Programs**
 - **Ambulatory**
 - **Paralift**
 - **Public Transportation**
 - **Gas Mileage Reimbursement**
 - **Ambulance/Stretcher – for both non-medical & NEMT**

1,800,000

**Requested Trip Legs
in 2023**

99.96%

**Successful
Transportation**

1

**Complaint per
13,588 Requested
Transports**



How are trips tracked?

- Once trips are assigned, trips are tracked via MTM Link software
 - MTM monitors the day of transport to ensure timeliness of the pickup
 - When MTM identifies delays in service using MTM Link software, MTM may reassign the trip to a new provider to ensure timeliness
 - Participants also have visibility to their transportation provider via MTM Link
 - Provider details including scheduled pickup time, provider phone are provided
 - Estimated pickup can be tracked from dispatch of the vehicle to actual pickup location





Who is tracking complaints and how is that accomplished?



MTM will warm transfer the participant to the Health Plan, only after all attempts to find resolution are exhausted and documented



MTM has 2 resolution specialists that work with our MCO's to research complaints in Pennsylvania



Complaints are tracked through our Quality Management System (QMS) platform within MTM Link. Once a complaint is documented, due dates are auto calculated per contract SLAs and the resolution specialists review, investigate, and provide resolutions based on those due dates.



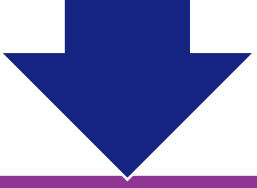
What, if any, accountability is there for late or missed trips?

Is that accountability to the state, managed care, or some other entity?

MTM manages the performance of our network



Bi-weekly meetings with MCO's review the performance of each CHC phase (1,2,3)



Performance that does not meet expectation is coached/documentated

Corrective action plans	Reduction in trip volume	Service area modifications	Removal from network
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What providers are currently being utilized to provide trips?

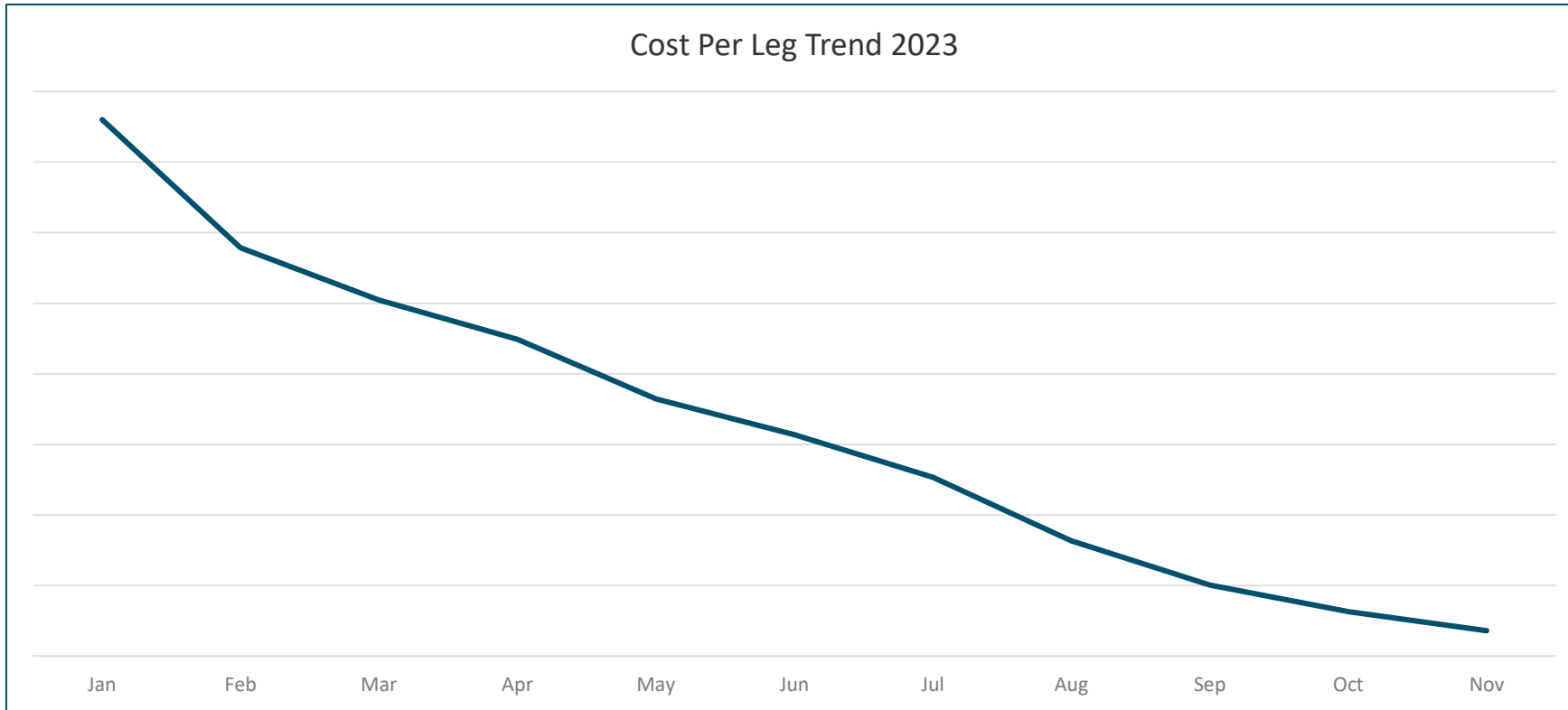
**116 Active
Transportation
Providers**

**99.96%
Successful
Transportation**



Are there cost savings being actualized?

Yes! Focusing on ensuring the most appropriate provider is used for each transport has resulted in the reduction of the scheduled cost per leg by 24% in 2023.





**Since transportation in the broker model does not follow the same guidelines as traditional shared ride service, what model is being utilized?
For example, are there county line restrictions or shared ride-type regulations in place, such as limited hours of service or same day restrictions?**



Transportation is provided to participants 24/7/365 days a year



The MTM Contact Center is open 24/7/365 days a year



Transportation is statewide for all Pennsylvania with no county line restrictions



Days of notice for routine transportation = 2 Business Days



Urgent transportation will be arranged with no notice required

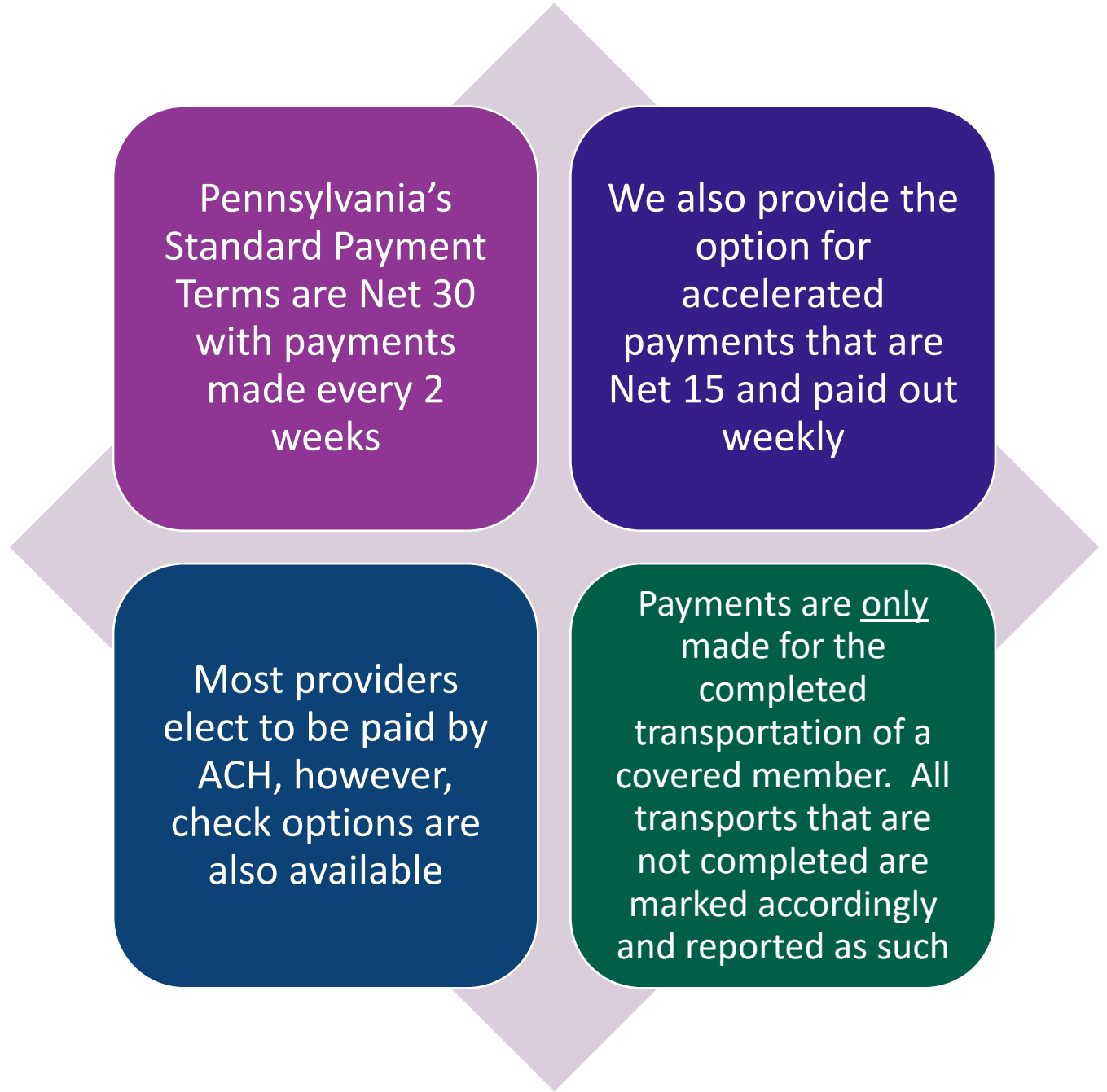


How is payment made?

What if a trip is not provided?

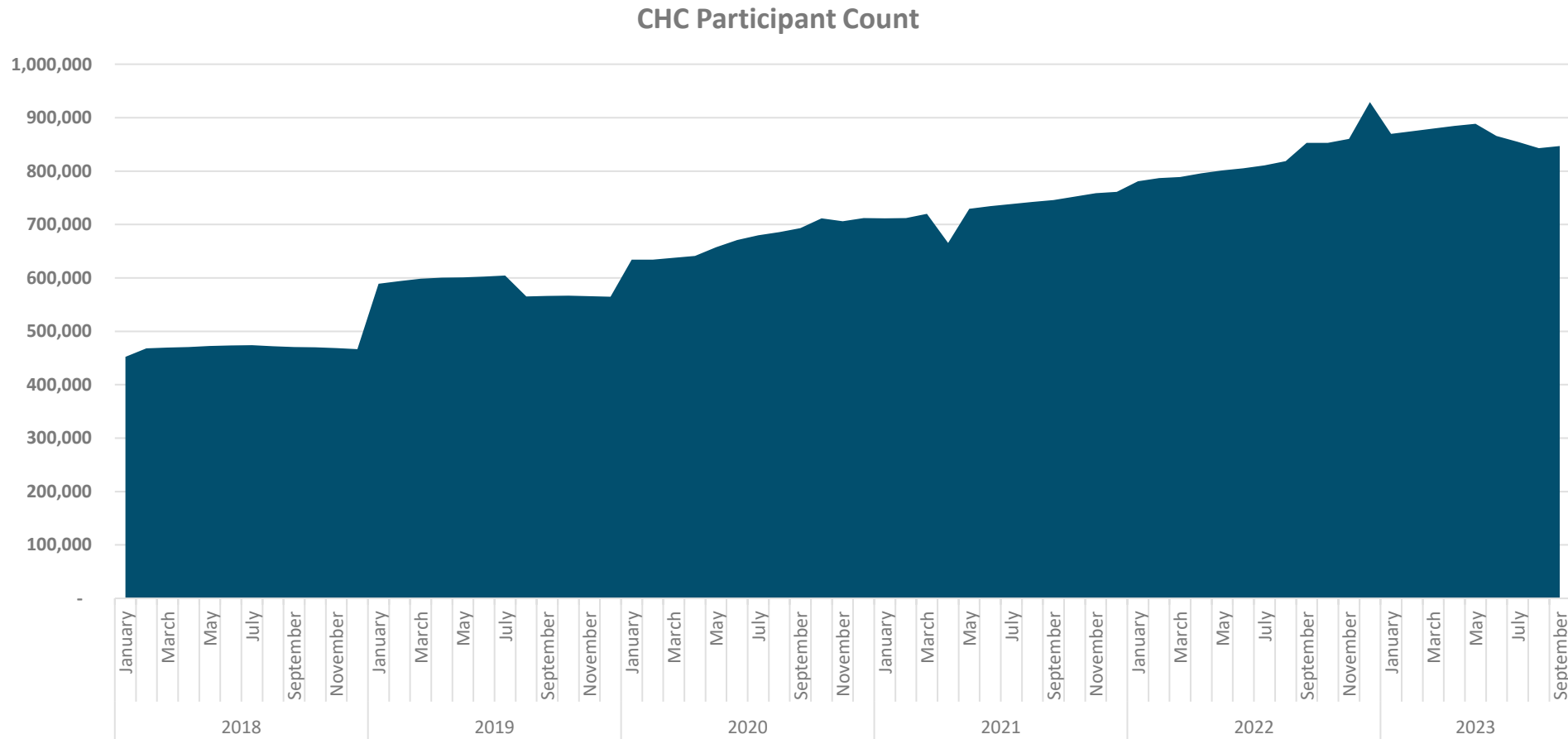
Is the transportation provider still paid?

Is that trip marked as a trip denial and reported as such?





How many people are registered for transportation services?
How has that changed since CHC went into effect (do we have any base-line data)?



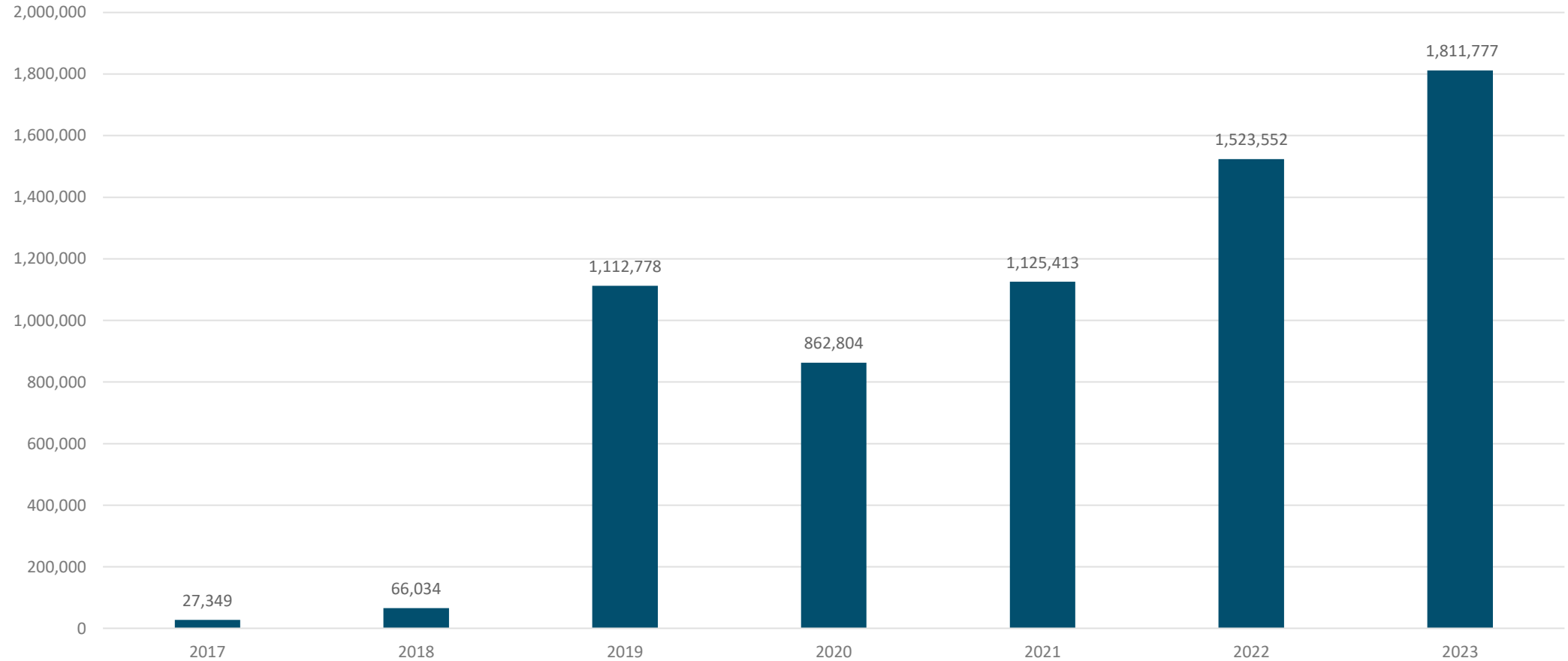


How many participants have service authorizations for trips?

Over 11,000+ unique participants have authorizations submitted per month via API submission or SFTP to MTM



Comparative numbers of trips (ideally, annual data that includes pre-CHC implementation by MCO).





Has the breakdown of complaints changed since CHC implemented?

**1 complaint per 13,588
requested transports
YTD**

**1 complaint per 12,674
requested transports
2021- 2022**



Other ongoing data that is collected by other providers governed by PennDOT, for instance, late trips, cancelled trips, no shows, etc.

1,800,000

**Requested Trip Legs in
2023**

99.96%

**Successful
Transportation**

99.2%

**Transportation
Assignment w/original
Assigned Provider**

0.01%

Vendor No Show Rate

1

**Complaint per 13,588
Requested Transports**

24%

**Reduction in Cost per
Leg**