

South Carolina Department of Health and Human Services

Non-Emergency Medical Transportation (NEMT) Open Forum

January 28, 2013

Agenda

- Welcome and Forum Logistics
- Introductions
- Director's Comments
- Recent History of NEMT in South Carolina
- Examples of the Approach to NEMT Programs in Other States
- Stakeholder Comments / Recommendations
- Closing Remarks

Welcome and Forum Logistics

- Sign-In
- Comment / Recommendation Requests
- Comment Cards

Introductions

- Michael Collisi - Facilitator
- Michael Chowning – Facilitator
- Zenovia Vaughn – Program Manager
- Mike Benecke – Contract Manager
- Tony Keck – Agency Director SCDHHS

Director's Comments

Recent History of SC NEMT

- By 2004 SCDHHS recognized the lack of accountability and efficiencies of NEMT program
- 2005 CMS relaxed the requirement for states to request Waivers for Broker Models
- 2005 first RFP was posted

History Continued

- Prior to 2007 SCDHHS managed a primarily Fee For Service (FFS) model
- SCDHHS contracted with a primary transportation provider in each county and reimbursed on a per passenger per mile basis
- Members contacted local Dept. of Social Service Offices and eligibility employees arranged transportation

History Continued

- 2007: First implementation of the broker model – 2 brokers awarded contracts
- Contracts with state and local governmental entities (school districts, DSS Foster Care)
- FFS for all ambulance transports
- FFS for all travel with overnight stay

Current Program

- 2011: Second implementation of the broker model – 2 brokers awarded contracts
- Contracts with state and local governmental entities (school districts, DSS Foster Care)
- FFS for 911 ambulance transports only
- Broker responsible for all travel with overnight stay

Current Program Continued

- Transportation Advisory Committee (TAC)
 - Required by Legislation
 - Provides stakeholder input for the program
 - Representation from SC medical associations, transportation providers, members and other state agencies
 - Quarterly meetings – link to minutes and reports: <http://www.scstatehouse.gov/reports/reports.php#h>

Compliance /Oversight Activity

- Monitoring
 - Monthly performance reporting
 - On-time performance
 - Provider / member no shows
 - Complaints
 - Call volumes
 - Quarterly broker-sponsored meetings
 - Random on-site reviews of broker and providers by SCDHHS staff

Compliance / Oversight Activity

- Satisfaction Surveys

- 2009 Member Survey

- <http://www.scdhhs.gov/sites/default/files/Medicaid%20Transportation%20Survey%202009%20Final%20Report.pdf>

- 2012 Transportation Provider Survey

- https://www.scdhhs.gov/sites/default/files/2012%20Medicaid%20Transportation%20Provider%20Survey%20Results_final_011613.pdf

NEMT Models Used in Other States

- Three Basic NEMT Models
 - FFS
 - NEMT Broker
 - NEMT carved into Managed Care Organizations (MCO)

NEMT Models Used in Other States

- State by State Comparisons
 - Some states use a combination of some or all of the three models
 - Variations in services included in NEMT make state by state comparisons a challenge
 - Some states use non-profit entities to coordinate all human services transportation in regional areas

NEMT Models Used in Other States

- Florida
 - NEMT managed by an independent state agency (Commission for the Transportation Disadvantaged (CTD))
 - Program features include Transportation Disadvantaged Trust Fund

Source: Human Service Transportation Coordination State Profile: Florida, National Conference of State Legislatures, Nicholas Farber and Jaime Rall, September 2010

NEMT Models Used in Other States

- Florida
 - Local coordinating boards recommend community transportation coordinators who in turn contract with the CTD
 - NEMT was Legislatively prevented from a carve-in to MCOs in 2008
 - The local coordinating boards decide on the model for the provision of transportation for all transportation-disadvantaged groups

Source: Human Service Transportation Coordination State Profile: Florida, National Conference of State Legislatures, Nicholas Farber and Jaime Rall, September 2010

NEMT Models Used in Other States

- Georgia
 - NEMT Broker Model
 - 5 Regions
 - 4 of 5 Regions managed by for profit brokers
 - 1 Region managed by a regional commission – Southwest Georgia Regional Commission (SWGRC)

Source: Georgia – Governor's Development Council, House Bill 277 Report: Coordinating Rural and Human Service Transportation in Georgia, August 2011

NEMT Models Used in Other States

- North Carolina
 - FFS model
 - Administered by county social services
 - 50/50 FMAP rate (administrative)
 - Administrative rate provides more flexibility in NEMT benefit
 - Centers for Medicare and Medicaid Services (CMS) review in 2008 indicated a problem with program oversight

Source: North Carolina – Department of Health and Human Services Report to the Joint Legislative Oversight Committee on Health and Human Services, October 2012

NEMT Models Used in Other States

- North Carolina
 - Posted RFP for broker model in 2012
 - Still in procurement process
 - No projected final decision date on procurement

Source: North Carolina – State of North Carolina Interactive Purchasing System Website

NEMT Models Used in Other States

- Summary

- 39 states are using some form of a broker model
- 11 states are using primarily FFS
- 2 states started transitioning from a FFS model to the broker model in 2012 (NC, AL)
- At least 4 states are primarily using the MCO model

Source: Information compiled by Ikaso Consulting for SCDHHS, various state public websites and Department of Health Policy Medicaid's Medical Transportation Assurance, The George Washington University School of Public Health and Health Services, Sara Rosenbaum, Nancy Lopez, Melanie Morris, Marsha Simon - July 2009.

Stakeholder Input

- How does transportation support healthier outcomes for the Medicaid population?
- What is the best way to set up the transportation program to meet this goal?

Closing Remarks

Thank you for attending:
SCDHHS values your input!