South Carolina Department of Health and Human Services

Non-Emergency Medical
Transportation (NEMT) Open Forum
Follow Up

June 24, 2013



Agenda

- Welcome and Introductions
- Executive Staff Comments
- Stakeholder Input Review Process Update
- Preliminary Findings
- Stakeholder Feedback And Comments
- Closing Remarks



Welcome and Introductions

- Michael Collisi Facilitator
- Michael Chowning Facilitator
- Zenovia Vaughn Program Manager
- Mike Benecke Contract Manager
- Deirdra Singleton Deputy Director SCDHHS

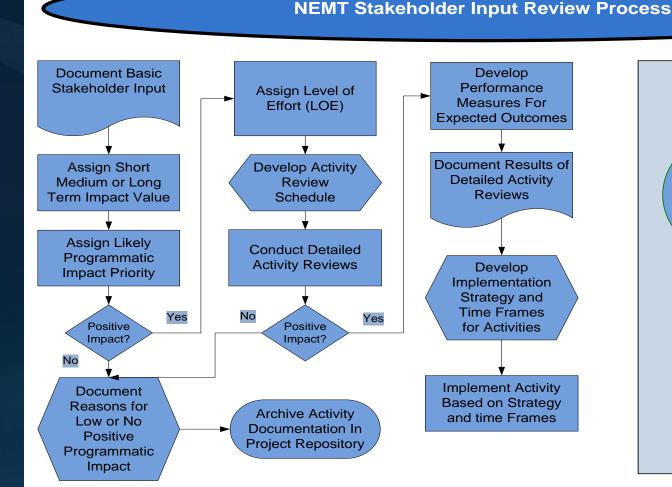


Executive Staff Comments

- Principles of the Logic Model Methodology
- Iterative process of review and evaluation
- Consider positives and negatives
- Consideration of competing interests
- Ultimately decisions will support our program impact goals







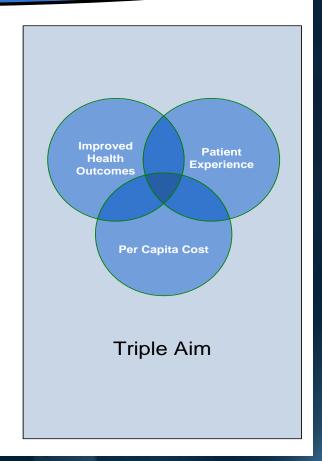


Figure 1

- Summary of Activities
 - Added stakeholder input from all sources to the Logic Model Document – 47 total
 - Participated in meetings with stakeholder groups – Transportation Providers, Health Care Providers, Other State Agencies, Broker
 - Completed member satisfaction survey
 - Contacted other states and conducted research of other state NEMT programs



- Summary of Activities
 - Documented review activity for all short and medium term stakeholder input activities
 - Completed recommendations for all short and medium term activities
 - Developed expected outcomes and performance goals for all activities with likely positive programmatic impact
 - Developing implementation strategy



- Program Model Reviews FFS
 - Pros
 - Consumer choice
 - Direct control of program by agency
 - Improved program continuity
 - Cons
 - Availability of transportation provider of choice
 - Time and cost to develop agency program infrastructure



- Program Model Reviews MCO
 - Pros
 - Potential for transportation to enhanced benefits
 - Overall visibility of member's health outcomes
 - Cons
 - Current MCOs have little interest in carve-in
 - Overall program cost would likely increase
 - Fragmentation of the transportation network
 - More complicated system for accessing services
 - Requirement for dual system to handle FFS members



- Program Model Reviews Broker
 - Pros
 - Overall program cost containment
 - Consolidated network in each region
 - Ease of access to services for members

- Cons
 - Reduced consumer choice
 - Cost containment pressure on transportation providers



- Key Program Enhancements From Input
 - Transportation Providers
 - Review of cost drivers insurance requirements, member no-shows, Broker process improvements, timeliness performance measures
 - Grievance process improvements



- Key Program Enhancements From Input
 - Health care providers
 - Stakeholder outreach and communications
 - On-line access for assisting members with scheduling reservations
 - Coordination and timeliness of discharges
 - Medicaid members
 - Stakeholder outreach and communications
 - Consumer choice enhancements
 - Grievance process improvements



Stakeholder Feedback and Comments

Closing Remarks

Thank you for attending: SCDHHS values your input!

