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
Stakeholder Input Review Process

- 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

**NEMT Stakeholder Input Review Process**

1. **Document Basic Stakeholder Input**
2. **Assign Short Medium or Long Term Impact Value**
3. **Assign Likely Programmatic Impact Priority**
4. **Assign Level of Effort (LOE)**
5. **Develop Activity Review Schedule**
6. **Conduct Detailed Activity Reviews**
7. **Document Results of Detailed Activity Reviews**
8. **Develop Performance Measures For Expected Outcomes**
9. **Develop Implementation Strategy and Time Frames for Activities**
10. **Implement Activity Based on Strategy and Time Frames**
11. **Archive Activity Documentation In Project Repository**
12. **Positive Impact?**
   - Yes: **Document Reasons for Low or No Positive Programmatic Impact**
   - No: **Positive Impact?**
     - Yes: **Develop Activity Review Schedule**
     - No: **Archive Activity Documentation In Project Repository**

**Triple Aim**
- Improved Health Outcomes
- Patient Experience
- Per Capita Cost
Stakeholder Input Review Process

• 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
Stakeholder Input Review Process

• 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
Preliminary Findings

- 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
Preliminary Findings

- 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
Preliminary Findings

• 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
Preliminary Findings

• 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
Preliminary Findings

• 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!