South Carolina Department of Health and Human Services

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

April 15, 2013
Agenda

• Welcome and Introductions
• Executive Staff Comments
• Stakeholder Input Review Process
• Feedback On Specific Comments / Recommendations
• Closing Remarks
Welcome and Introductions

- Michael Collisi - Facilitator
- Michael Chowning - Facilitator
- Zenovia Vaughn - Program Manager
- Mike Benecke - Contract Manager
- Bz Giese – 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
Stakeholder Input Review Process

Document Basic Stakeholder Input

Assign Level of Effort (LOE)

Assign Likely Programmatic Impact Priority

Positive Impact?

Yes

No

Develop Activity Review Schedule

Conduct Detailed Activity Reviews

Positive Impact?

Yes

No

Develop Implementation Strategy and Time Frames for Activities

Implement Activity Based on Strategy and Time Frames

Document Results of Detailed Activity Reviews

Develop Performance Measures For Expected Outcomes

Document Reasons for Low or No Positive Programmatic Impact

Archive Activity Documentation In Project Repository

NEMT Stakeholder Input Review Process

Improved Health Outcomes

Patient Experience

Per Capita Cost

Triple Aim
Stakeholder Input Review Process

Non-Emergency Transportation Timeline Comparisons

Non-Emergency Transportation Broker Model Procurement

- 5/2/13 Start RFP
- 7/25/13 RFP To MMO
- 9/5/13 MMO Post RFP
- 11/21/13 Vendor Proposals Due
- 12/11/13 DHHS Evaluation Complete
- 1/9/14 MMO Post Intent To Award
- 1/25/14 Implementation Start
- 5/26/14 Operations Start Date
- 6/25/14 Post Implementation Complete

- 1/1/2013
- 3/25/2013 Complete First Pass Review of Stakeholder Input
- 6/14/2013 Complete Review of Short and Medium Term Recommendations
- 2/1/2014 Complete Review of Long Term Recommendations

- 1/1/2013
- 4/15/2013 Second Stakeholder Meeting Review Initial Recommendations
- 6/28/2013 Third Stakeholder Meeting Review Short and Medium Term Recommendations
- 2/26/2014 Fourth Stakeholder Meeting Review Long Term Recommendations

Non-Emergency Transportation Stakeholder Input Analysis – Logic Model
Stakeholder Input Review Process

• Objectives to be achieved
  – Conduct sufficient analysis on all recommendations to yield good decisions
  – Document the reasons for the decisions made
  – Develop measurements for the activities implemented to measure actual impact
Stakeholder Input Review Process

• Some activities already under way
  – SHMC09 – Member education and communications plan
  – SHMC02 – Conduct member satisfaction survey
  – SHCC09 – Post broker performance reports to DHHS website
Feedback on Recommendations
Documented

• Recommendations that may have been missed entirely

• Comments about specific recommendations by reference number
Closing Remarks

Thank you for attending:
SCDHHS values your input!