

ATTACHMENT 2
01-22-2020

NEMT Update

January 2020

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Medicaid Division Administrator



IDAHO DEPARTMENT OF
HEALTH & WELFARE





Program Overview

- Non-emergency medical transportation (NEMT) is a required Medicaid benefit.
- Designed to get individuals to and from medical appointments
- Transportation and lodging for medically necessary long-distance/out-of-state travel are covered.

About
1.7
Million

trips provided in 2019.



Brokerage

- Idaho's NEMT program is administered through a brokerage model (since 2010).
- The broker contracts with a network of transportation providers.
- The current NEMT broker is Medical Transportation Management (MTM).
- The broker is paid on a per-member per-month basis.



History

- Previous broker Veyo terminated contract in 2017.
- Under state purchasing regulations, the contract passed to MTM in March 2018.
- Rapid transition was challenging.
- Provider rates had stagnated.
- Requested rate increase in 2019; delivered in July 2019.
- Amended contract to retain broker and increase rates.



During the 2019 Legislative Session, the Joint Legislative Oversight Committee requested that the Office of Performance Evaluation review the NEMT brokerage to:

- Examine effectiveness of model
- Compare models with respect to:
 - Costs
 - Rates
 - Requirements
 - Structure
 - National standards



“The division can strengthen its management of the risks inherent to a capitated payment structure through three key improvements:”

1. Analyze program cost drivers
2. Plan for rate adjustments
3. Develop a contract monitoring process that includes independent verification

Other recommendations: Incorporate lessons from IBHP review and University of Illinois report

Beverly Health Plan

April 2021 K ends



OPE recommendation #1

Analyze service delivery costs to make sure appropriate rate methodologies are used in the NEMT program.

Medicaid actions

- Work with an accounting firm to examine costs
- Analyze service utilization by geographic region and member eligibility category



OPE recommendation #2

Proactively plan for annual rate adequacy reviews.

Medicaid actions

- Conduct annual rate reviews to ensure actuarial soundness
- Development of Request for Proposal (RFP) with provisions for annual rate adjustments based on use, cost, and quality of services



OPE recommendation #3

Implement a robust contract monitoring process.

Medicaid actions

- Strategic leadership changes to improve accountability, ownership, oversight, and quality.
- Work with managed care consultants to refine contract monitoring and data analysis activities.
- Amended contract to include additional performance metrics and to outline financial penalties associated with performance metrics.





OPE recommendation #3

Implement a robust contract monitoring process.

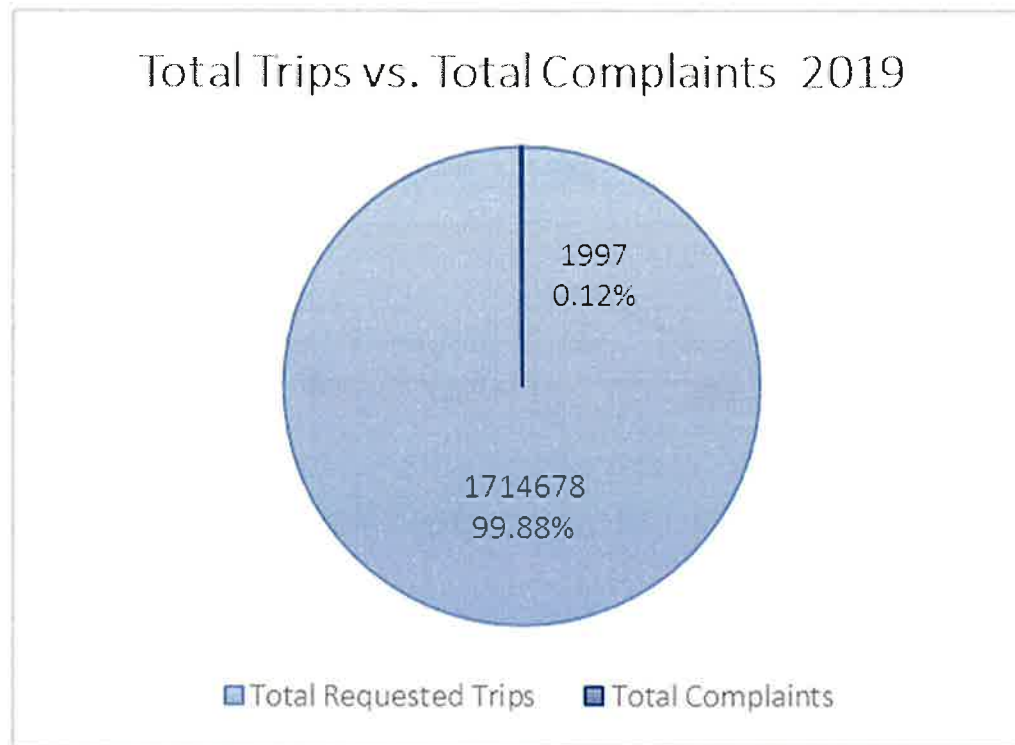
Medicaid actions

- Develop an independent complaint database that includes a web-based submission form for customers and stakeholders to quickly submit concerns to Medicaid
- Consult other states' NEMT programs
- Conduct independent complaint investigations



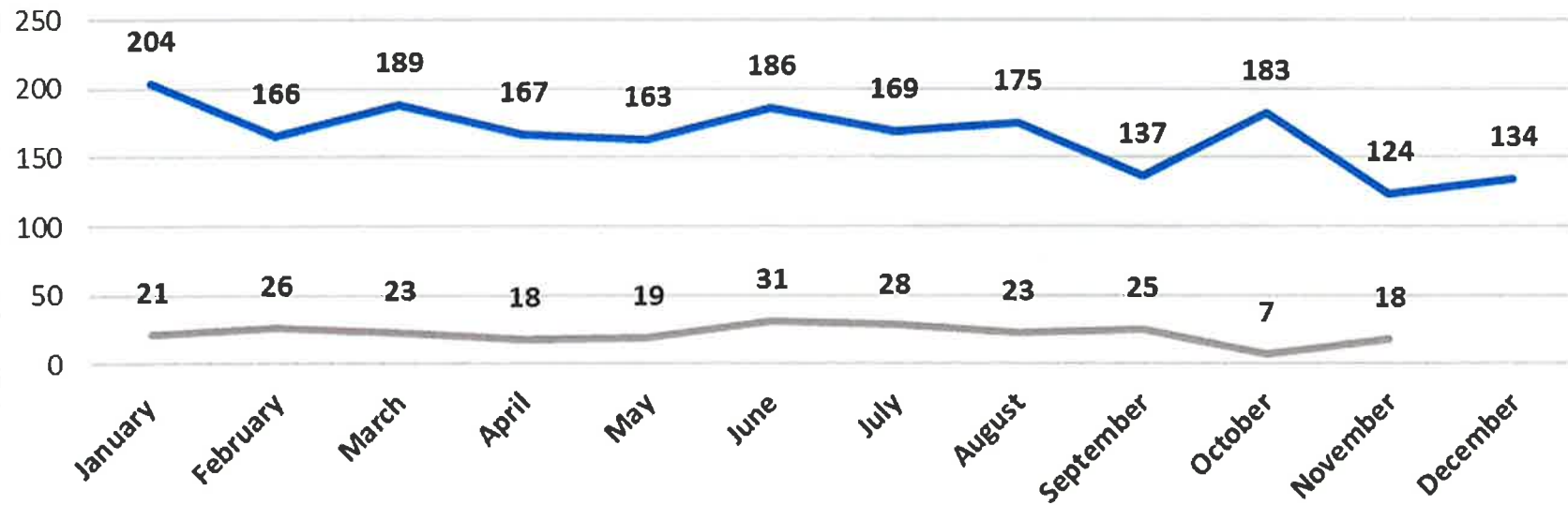
2019 Complaints Data

The NEMT team has analyzed complaints submitted through various channels during calendar year 2019.



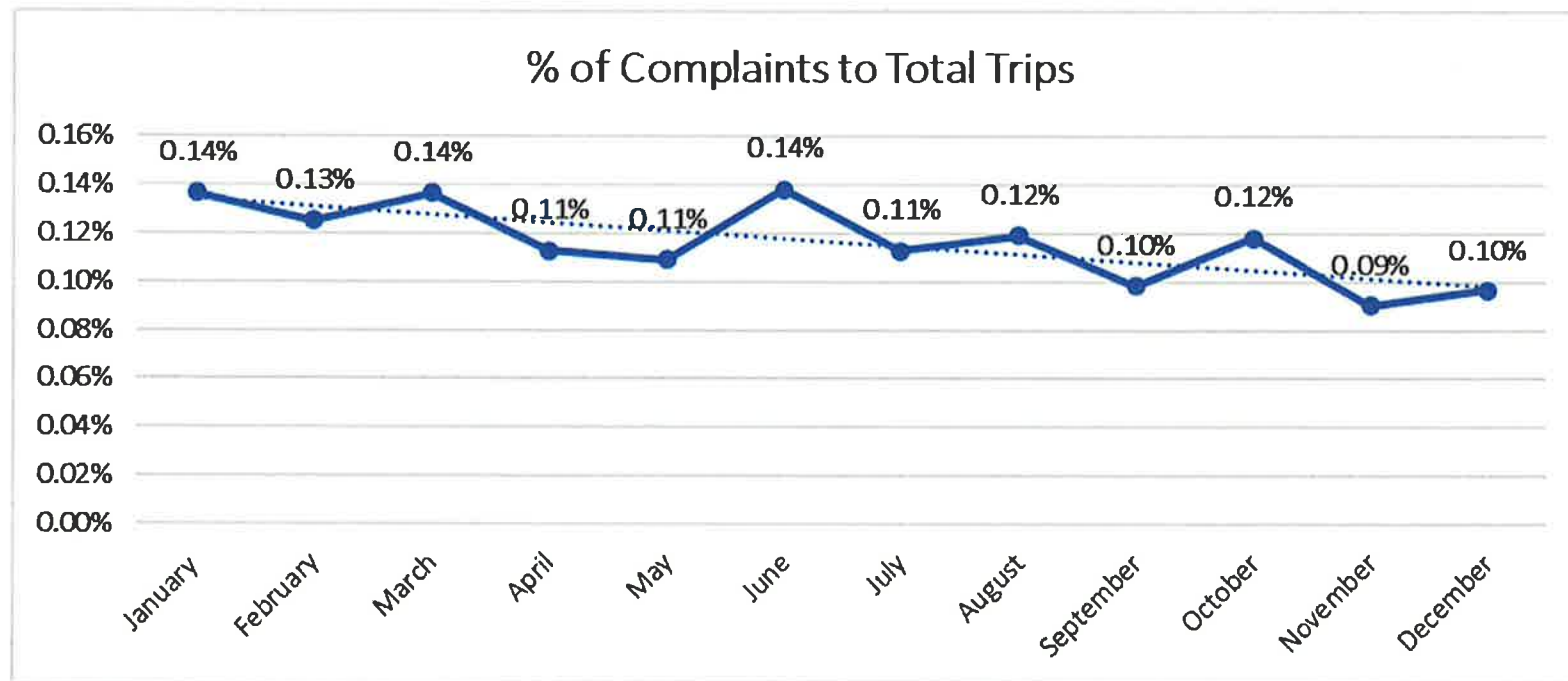


2019 Total Complaints and Escalated Complaints





2019 Complaints Data





- Contract ends April 4, 2021
- Projected RFP release – Spring 2020
- Compiling RFI responses received Dec. 2, 2019
- Planning stakeholder engagement
- Incorporating University of Illinois and OPE recommendations
- Working with managed care experts on model contract language
- Researching NEMT best practices used in other states

A photograph of the Idaho State Capitol building, featuring a prominent white dome with a statue on top, set against a clear blue sky. The building's facade is visible in the lower portion of the image.

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