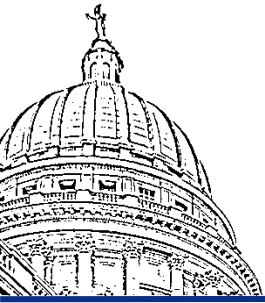




Non-Emergency Medical Transportation

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Entities Managing NEMT Services

Population Served

Statewide population except for recipients served by HMOs in the six southeast counties mentioned below


Recipients served by HMOs in Kenosha, Ozaukee, Racine, Washington, and Waukesha counties

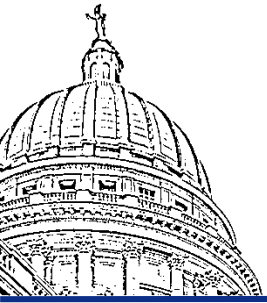
Recipients served by HMOs in Milwaukee County

	July 2009	July 2011	September 2012	August 2013
Statewide population except for recipients served by HMOs in the six southeast counties mentioned below	DHS	LogistiCare		MTM
	Counties	LogistiCare		MTM
Recipients served by HMOs in Kenosha, Ozaukee, Racine, Washington, and Waukesha counties	DHS	HMOs	LogistiCare	MTM
	Counties	HMOs	LogistiCare	MTM
Recipients served by HMOs in Milwaukee County	HMOs		LogistiCare	MTM
	HMOs		LogistiCare	MTM

Types of Non-Emergency Medical Transportation

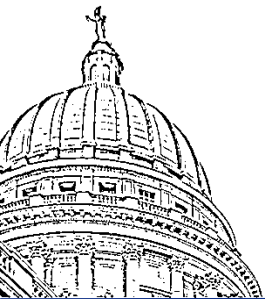
 Specialized Medical Vehicle (SMV) and Ambulance

 Sedan, van, taxi, public transportation, and mileage reimbursement for personal vehicle



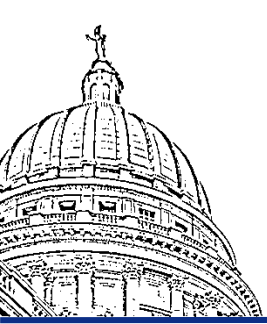
NEMT Expenditures

- The available data on NEMT expenditures is incomplete.
- When NEMT was administered by counties, they did not report all costs to DHS.
- Using the best information available, we estimate NEMT expenditures increased from \$44.4 million in FY 2009-10 to \$56.1 million in FY 2013-14.



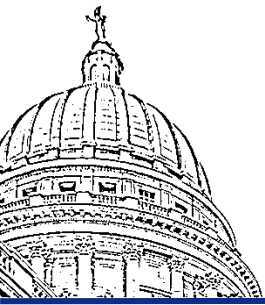
High-Cost Recipients

- From August 2013 through June 2014, MTM paid \$3.5 million to transport the 100 recipients with the largest NEMT costs, or an average of \$35,146 per recipient.
- \$3.0 million (85.7 percent) of this amount was spent for transportation related to drug rehabilitation, largely to methadone clinics.
- In April 2015, DHS awarded grants to provide regional opioid treatment services in Douglas, Marinette, and Oneida counties.



Caller Hold Times

- MTM is required to limit caller hold times to an average of four minutes each day.
- We analyzed data for all 103,431 calls made to MTM's Wisconsin call center in June 2014. Among these calls:
 - 70.5 percent were on hold for 4 minutes or less;
 - 27.6 percent were on hold for more than 4 minutes up to 10 minutes;
 - 1.7 percent were on hold for more than 10 minutes up to 15 minutes;
 - 0.2 percent were on hold for more than 15 minutes up to 20 minutes; and
 - <0.1 percent were on hold for more than 20 minutes.



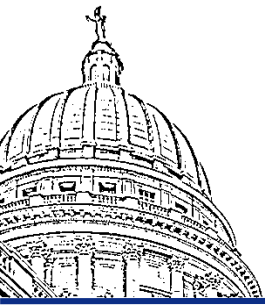
Hold Time Standard

- In September 2014, MTM exceeded the four-minute standard for the first time during an entire month.
- The call abandonment rate had also increased each month and more than doubled, growing from 11.8 percent in April 2014 to 24.1 percent in September 2014.
- In November 2014, DHS implemented a corrective action plan that remained in force through January 2015. The plan required MTM to take corrective measures to meet the hold time standard.



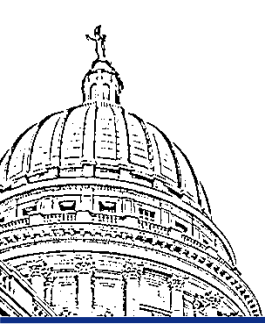
Transportation Provider Oversight

- To monitor compliance with DHS requirements, MTM:
 - collects documentation from transportation providers;
 - ensures drivers are subject to drug tests; and
 - conducts annual inspections of vehicles.
- From August 2013 through June 2014, MTM made 439 assessments against 85 transportation providers totaling \$10,055.



NEMT Complaints

- We found that MTM:
 - met the 99.7 percent complaint-free standard for trips during only three of eleven months from August 2013 through June 2014; and
 - did not send letters notifying complainants when it was going to exceed 30 business days to resolve their complaints, as DHS indicated would occur.
- Approximately one-fourth of MTM's substantiated complaints involved drivers that never arrived for scheduled trips.
- From July 2010 through January 2015, the Audit Bureau also received 386 NEMT-related complaints and substantiated 65 of them.



Survey of NEMT Recipients

- Over 40 percent of respondents indicated missing or having to reschedule appointments because drivers were more than 15 minutes late or never arrived.
- Also, 56.8 percent reported being picked up more than 15 minutes late for a return trip home, and 26.3 percent indicated they were never picked up for a return trip home at least once.
- Overall, 87.0 percent indicated they were either “satisfied” or “very satisfied” with MTM services.



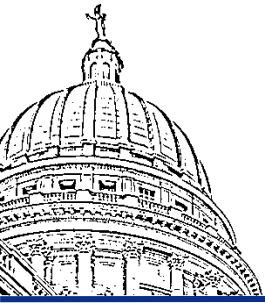
Survey of Transportation Providers

- More than one-half of all respondents indicated they were either “dissatisfied” or “very dissatisfied” with MTM’s trip-scheduling process, trip volume, and the compensation provided by MTM.
- Among different NEMT managers over time, providers expressed the greatest satisfaction with counties (90.9 percent) and the least satisfaction with MTM (53.2 percent).



MTM Performance Concerns

- From August 2013 through June 2014, MTM was unable to schedule 942 trips because no vehicle was available at the times needed.
- In January 2015, DHS assessed MTM \$25,500 in liquidated damages related to vehicle availability.
- From August 2013 through June 2014, DHS did not assess liquidated damages for:
 - 4,154 instances in which providers did not arrive to provide trips; and
 - 55,320 instances in which providers reported arriving more than 15 minutes late to take recipients to their appointments.



Recommendations

- We include recommendations for DHS to improve NEMT services by:
 - developing additional performance standards for caller hold times, abandoned calls, and the percentage of provider no-shows and late arrivals;
 - enforcing contract provisions with MTM; and
 - developing a corrective action plan for MTM.
- We also recommend DHS report to the Joint Legislative Audit Committee by December 1, 2015.



Non-Emergency Medical Transportation

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