

DHS Meeting 12.11.23



CONNECTING PEOPLE
WITH CARE

How are trips Tracked?

Booking Process

- Transportation is requested via phone or portal by CHC staff
- Representatives verify participant info and eligibility
- Trip is processed in our booking system
- If authorization is required for any requested trip, CTS works with the provider and UPMCHP network and UM team to ensure authorization is requested. Decision of the authorization is shared with the provider, member and CTS.
- Provider is secured and assigned
- To maintain service levels and assist valued members during peak call times, our Customer Service team is cross trained on UPMC's CHC and Medicare program requirements to manage overflow calls

Trip Monitoring process:

Driver app; CTS encourages providers to use app. CTS can track in real time providers location. In addition, CTS offers the member when they either call or use the portal or if the SCA is ordering the ability to receive notification through the CTS reminder system. They can get reminders either by email, automated phone calls, or SMS (Texts) Member have an opt-in to this option. The reminders provide the details for the transportation provider assigned. Automated messages go out the night before the ride.

Who is tracking complaints and how is that accomplished?

Complaints are handled by UPMC with CTS staff providing supporting information as requested.

- CTS receives complaints from UPMC, Members and Providers. Complaints that come in from members and providers will be forwarded to UPMC. All transportation Complaints are received directly from UPMCHP via email. CTS provides a detailed response within 14 business days for all complaints received. If there is an issue with a member reported by a transportation provider or an accident occurs CTS notifies UPMCHP via email within one business day, or sooner depending on the severity of the accident or incident. Turnaround time is tracked and monitored in our Novus system as well as our reporting tool which is Power BI .

What if any, accountability is there for late or missed trips? Is this accountability to the state, managed care or some other entity?

CTS Holds providers accountable based on PUC, DOT, PADOH rules and regs, investigation and corrective action plan as needed. Along with our provider Score Cards -

Typically, a formal written CAP is considered on a case-by-case basis, however the following actions are guiding principles that warrant a written CAP for a transportation provider:

1. Greater than 1% founded complaints to trip ratio over a 90-day period
2. Greater than .5% of late pick-ups to trip ratio over a 90-day period
3. Greater than .5% of drivers no show to trip ratio over a 90-day period
4. If an immediate negative trend is identified
5. If an egregious situation regarding the vendor or driver is identified

What providers are currently being utilized to provide trips?

The Network:

- 110par providers (9 of which are Medical Assistance Transportation Programs- MATP)
- 2,494 vehicles covering Taxi/Livery, Wheelchair, Ambulance and Stretcher Modes and is represented in all counties in PA.
- 22 PA Transit Authorities engaged in our bus pass program
- Driver Reimbursement
- Ride-Share Services (Lyft/Uber), when appropriate for CHC Member trips

Local Network Development and Oversight:

CTS employs two experienced local Field Operations Managers, *in Pennsylvania*, who built partnerships and actively coordinate with UPMC and CTS' network of transportation providers. They are responsible for network development, contracting, communication, credentialing, , contract compliance, annual training, performance review, audits and inspections, as well as corrective action.

Since transportation in the broker model does not follow the same guidelines as traditional shared ride service, what model is being utilized? For example, are there county line restrictions or shared ride-type regulations in place, such as limited hours of service or same day restrictions?

CTS currently has NO restrictions and routinely crosses county lines and provides service during non traditional hours.

Can a sample contract that includes service rules be shared?

Providers are held responsible and accountable on the following criteria that is outlined in their Contract with CTS.

- Role of Transportation Provider
- Driver & Attendant Conduct
- Vehicle Requirements
Transport & Delivery
- Driver Customer Service Standards & Requirements: Pickups,
- Driver Requirements
breakdowns
- Procedures for Handling accidents, moving violations & vehicle

How is payment made? What if trip is not provided? Is the transportation provider still paid? Is that trip marked as a trip denial and reported as such?

Payment is made via EFT according to portal processed claims. There are various methodologies on paying based on time of cancellation and reported accordingly.

Claims Processing:

- Provider Invoice Submission
- Invoice review
- Clean invoice acceptance
- Invoice paid within 30 days of clean claim submission

Trips Requested but not provided:

- Cancelled greater than 24 hours prior to pick-up = No Payment
- Canceled at the door = 1 Base rate paid
- Member No Show = 1 Base Rate Paid

How many individuals have service authorizations for trips?

Currently there are 9,333 participants with active authorizations