

MEDICAL TRANSPORTATION MANAGEMENT, INC.

AMENDMENT NO. 7

THIS AGREEMENT, AMENDMENT NO. 7, is made and entered into effective July 1, 2022, between the State of Rhode Island (formerly known as the State of Rhode Island and Providence Plantations), Executive Office of Health and Human Services (hereinafter referred to as ‘EOHHS’ or the “State”) and Medical Transportation Management, Inc. (hereinafter referred to as “Contractor”).

WHEREAS, EOHHS and Contractor entered into a TRANSPORTATION BROKERAGE CONTRACT BETWEEN STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES AND MEDICAL TRANSPORTATION MANAGEMENT, INC. dated January 1, 2019 (hereinafter referred to as “Agreement”).

WHEREAS, the original Agreement identified above, together with any and all previously executed amendments, and all its terms and conditions remain unchanged except as modified in this Amendment No. 7.

NOW THEREFORE, EOHHS and Contractor hereby agree that the Agreement shall be amended as follows:

CONTRACT EXTENSION: Parties agree to a twelve (12) month extension as described in Request for Proposals Solicitation # 7591562. Effective date of extension is July 1, 2022 through June 30, 2023.

1. **GENERAL PROVISION**, section is amended by **DELETING** the first sentence in the first paragraph in its entirety, and **REPLACING** with the following, “This Seventh Amendment (Amendment) to the Transportation Brokerage Contract (the “Agreement”), including the attachments hereto, is made and entered into from **January 1, 2019**, between the Rhode Island Executive Office of Health and Human Services referred to as EOHHS, Executive Office or State) and Medical Transportation Management, Inc. (referred to as MTM, Contractor or Broker) (collectively, the “Parties”).”

2. **Section 3.0 TRANSPORTATION PROGRAM ELIGIBILITY**, section is amended by **DELETING** the subsection in its entirety and **REPLACING** with the following language in the **Temporary Assistance for Needy Families (TANF)** subsection, “All recipients of the TANF Program (RI Works), including their household members who are listed on the TANF eligibility file, **are eligible to receive a monthly bus pass. Bus passes are provided to assist the recipient in pursuing employment opportunities or job training.**”
3. **Section 3.01.02 Challenging Behavior**, section is amended by **DELETING** the first bullet in its entirety and **REPLACING** it with the following bullet:
 - The Broker shall allow **one (1) attendant to accompany any recipient who requires an attendant during transportation.** The Broker shall ensure that an attendant accompanies all children under the age of eighteen (18) during transportation.
4. **Section 6.01 Transportation Provider Contracts**, is amended by **INSERTING** the following bullets to the end of paragraph 1:
 - The Broker shall only renew a Transportation Provider agreement/contract with Transportation Providers that have a complaint per trip percentage rate of less than .40% for the previous year of their agreement, beginning October 1, 2022. The Broker shall provide EOHHS with a report detailing this information.
 - The Broker shall monitor the Transportation Provider complaint per trip percentages on a monthly basis and communicate this threshold to Transportation Providers. The Broker shall provide EOHHS with a report detailing this information.
 - The Broker shall only renew a Transportation Provider agreement/contract with those Transportation Providers that have a missed trip percentage rate of less than 0.33% for the previous year of their agreement with the Broker, beginning October 1, 2022. The Broker shall provide EOHHS with a report detailing this information.
5. **Section 6.04 Operations**, is amended by **DELETING** the seventh bullet point in its entirety and **REPLACING** with the following:
 - The Broker shall ensure that all clients receive confirmation of their trip details no later than 6 p.m. EST the night before a scheduled trip **for all routine trips scheduled.**
6. **Section 7.02 Broker must ensure TPs:** is amended by **DELETING** sub paragraph letter (n) in its entirety from paragraph six and **REPLACING** with the following:
 - (n) All public motor vehicles (PMVs) used in the transportation network shall have EOHHS-approved visible signage identifying the vehicle as part of the transportation system. All contracted drivers shall at all times have their **Public Utilities Hackney License** identification visible **to riders in the vehicle during transport.**

7. **Section 7.02 Broker must ensure TPs:** is amended by ***INSERTING*** (o) into sixth paragraph with the following, “All TPs, except ride-share trips, must have identification badge worn during pick-up, transport and drop-off.”

Subsequent letters in paragraph and revised.

8. **ADDENDUM XIV: BUDGET** is amended by ***DELETING*** the addendum in its entirety and ***REPLACING*** with the following:

Contract Period 4: July 1, 2022 – June 30, 2023:

MEDICAID POPULATION

Annual capitation payments shall be paid as outlined in the MTM response to the RFP (as outlined in Amendment 5) plus the increase in ambulance rates and an adjustment for the impact of COVID-19 and the Public Health Emergency.

Below are the capitation rates outlined in the MTM response to the RFP for Contract Period 3:

Rate Cell	Proposed PMPM	Ceiling PMPM
TB04 Children, 0-18	\$1.26	\$1.34
TB05 Adults, 19-64	\$9.55	\$10.30
TB06 Aged, 65+	\$31.89	\$34.37
Composite (Estimate)	\$7.87	\$8.58
Total Member Months (Estimate)	3,873,138	3,873,138
Total Revenue (Estimate)	\$30,493,823	\$33,227,813

Below are the revised capitation rates for Contract Period 4 for the Medicaid NEMT program:

Rate Cell	PMPM
TB04 Children, 0-18	\$0.77
TB05 Adults, 19-64	\$10.69
TB06 Aged, 65+	\$30.69
Composite (Estimate)	\$8.72
Total Member Months (Estimate)	4,138,764
Total Revenue (Estimate)	\$35,063,184

Total anticipated revenue for the contract period is \$35.1 million based on an enrollment forecast of 4,138,764 member months. This total amount of revenue is not guaranteed. Actual revenue will be subject to realized enrollment by capitation rate.

PROVISION FOR REVIEW OF RATE ADEQUACY

Given the unprecedented nature of the Public Health Emergency and COVID-19 on both Medicaid enrollment and utilization of non-emergency transportation services, EOHHS will examine the adequacy of the rates after considering emerging experience.

Any adjustment to the rates will be made retroactive to January 1, 2023 and be based on EOHHS' revised forecast. This forecast will consider, (a) MTM's claims experience, as reported by MTM and validated by EOHHS, for dates of services no later than December 31, 2022, and; (b) updated enrollment available at that the time of any re-rating. This adjustment of the rates, if necessary, will neither recoup nor compensate MTM for any excess gains or loss experienced by MTM in the first half of the contract period.

If the imputed loss ratio for the NEMT program is greater than 85 percent of total revenue, EOHHS will adjust the capitation rates such that the composite rate is greater than initial composite rate used for Contract Period 3. EOHHS will estimate the rates required to maintain a prospective loss ratio target of 80 percent.

Such a re-rating exercise will not result in lower capitation payments to NEMT unless the loss ratio for the entire Contract (inclusive of the Elderly Transportation Program) over the first half of the Contract Period is less than 65 percent. In such a scenario, the rates will be adjusted downward such that they maintain a prospective loss ratio target of 80 percent.

LOSS RATIO:

For purposes of this Amendment Loss Ratio is defined as the amount of benefit spending divided by total revenues before penalties, where benefit spend is defined as all direct payments made to transportation providers. The benefit spend will not consider any general administrative charges.

NON-MEDICAID POPULATION

Below are the capitation rates outlined in the MTM response to the RFP for Contract Period 3:

PROGRAM	AMOUNT
RI TANF Only	\$82.25 PMPM
Elderly Transportation Program	\$340,000 per month

Contract Period 3: July 1, 2021 –June 30, 2022, the rates for RI TANF only and the Elderly Transportation Program will be:

1. \$82.25 per member per month for RI TANF only
2. \$375,000 per month for the Elderly Transportation program

The RI TANF and ETP program will not subject to a rate review.

9. ADDENDUM XIX: CORE STAFF & BROKER LOCATION, Addendum XIX is

DELETED in its entirety and **REPLACED** with the following Addendum XIX.

State Requirement	Department	RFE Title	Proposal		% Effort Required in RI
			RI	LSL	
Yes	Operations	General Manager	1		100%
Yes	IT	Chief Information Officer		1	
Yes	Call Center	Call Center Operations Manager	1		100%
	Call Center	Supervisor, Customer Service Center	1		100%
Yes	Network	Transportation Provider Relations Manager	1		100%
Yes	Call Center	Utilization Review Manager		1	
Yes	ETO	Education and Training Manager		0.5	
Yes	Quality and Compliance	Recipient Advocate (Ombudsman)	1		100%
Yes	Quality and Compliance	Facilities Manager/Liaison	2		100%
Yes	Quality and Compliance	Complaints Manager		0.5	
Yes	Quality and Compliance	Quality Assurance Manager		0.5	
Total Management			7	3.5	
	Network	Provider Management Representative	1		100%
	Call Center	Customer Care Representative	18	5	100%
	Call Center	Support Representative		6	
	Claims	Verification Specialist		0.5	
	IT	Helpdesk Analyst		0.5	
	Quality and Compliance	Quality Investigation Specialist		1	
Total Support Staff			19	13	
Total Staff			26	16.5	

IN WITNESS HERETO, the parties have caused this Amendment to be executed under Seal by their duly authorized officers or representatives as of the day and year stated below.

STATE OF RHODE ISLAND:

**MEDICAL TRANSPORTATION
MANAGEMENT, INC.:**

SIGNATURE

Alaina Macia

AUTHORIZED AGENT/SIGNATURE

ANA NOVAIS

EOHHS ASSISTANT SECRETARY

Alaina Macia

PRINT NAME

DATE

04/11/2022

DATE