



Corrective Action Plan

Vendor Name: Medical Transportation Management (MTM) Non-Emergency Medical Transportation Inc.

Date of Disclosure to Regulators: 11/15/2023

State: Rhode Island

Method of Discovery: Executive Office of Health and Human Services (EOHHS)

Member(s) Impact: EOHHS was unable to review and assess specified critical incidents in a timely manner. Case reference numbers 173 & 174

Member Cohort: All eligible members

Access to care: YES NO

Provider(s) Impact: Unknown

Provider(s) Type: N/A

Issue of Non-Compliance: *Critical Incidents and Reporting Timeframes*

EOHHS received two (2) tier one (1) critical incidents from MTM. Upon review, it was identified that the incidents were not submitted immediately or within the required timeframe of six (6) hours after the incidents occurred. Timeframes were documented as follows below:

- Case #173 [REDACTED]
Initial contact to MTM by the member's representative was 11/14/23 at 1:40 PM
Initial notification to EOHHS by MTM regarding this incident was 11/15/23 at 8:08 AM
- Case #174 [REDACTED]
Initial contact to MTM by the transportation provider was 11/16/23 at 6:19 PM
Initial notification to EOHHS by MTM regarding this incident was 11/17/23 at 8:55 AM

Pursuant to section 13.13 (Complaint Tiers, Critical Incidents and Reporting Timeframes) of the State's NEMT Contract:

13.13.1.1.2 Tier 1 complaints shall be notified to EOHHS immediately, but no later than within six (6) hours or sooner from the time the Contractor is informed of the incident.

MTM is noncompliant with section 13.13.

Root Cause Analysis:

MTM must provide a root cause analysis of the above violation of the Agreement.

Corrective Action Deliverables and Time Frame

1. MTM to submit the root cause analysis.
 - a. **DUE: December 15, 2023**
2. MTM shall submit a weekly update to address with action steps directly related to the root cause analysis to ensure this issue is resolved.
 - a. **DUE: Initial plan due December 15th and subsequently every Friday thereafter for the duration of this CAP.**
3. MTM shall provide documentation related to case #173 & #174 specifically outlining the steps taken to ensure members needs were met to their satisfaction.
 - a. **DUE: December 15th**

Mitigation with Timeframe

Immediate/Short Term

MTM shall adhere to the above items and shall submit to EOHHS the above referenced deliverables by the respective due dates. Failure to do so may result in further action against MTM by EOHHS, including additional CAPs or civil monetary penalties.

EOHHS reserves the right to modify this CAP at any time based on MTM’s performance.

Permanent/Long Term

This Corrective Action Plan is in effect for ninety (90) days from the effective date upon receipt.

EOHHS will continue to monitor this CAP until it is closed to the satisfaction of EOHHS.

Follow Up and Evaluation:

EOHHS will convene with MTM in ninety (90) days to conduct a summative review and determine if the action has been corrected or more time is needed to keep this CAP open.

Corrective Action Plan Status: OPEN

Date: 12/04/2023

This document was fully executed by authorized representatives of EOHHS & MTM on 12/6/2023.

Signatures:

EOHHS Representative:

Date:

MTM Representative:

Date: