



# STATE OF RHODE ISLAND

## Non-Emergency Medical Transportation Program (NEMT)



### Overview

Rhode Island Medicaid's Non-Emergency Medical Transportation (NEMT) Program is a resource for Medicaid beneficiaries who need transportation to and from medical appointments. Management of this program is contracted out to MTM, a transportation broker. MTM also manages the state's Elderly Transportation Program (ETP), and distribution of bus passes to our TANF (Temporary Assistance for Needy Families) population.

Commonly-used Terms	
Term	Definition
ETP	Elderly Transportation Program
NEMT	Non-Emergency Medical Transportation
Trip	One trip leg, either to or from the destination
TANF	Temporary Assistance to Needy Families
TP	Transportation Provider

Annual data in this report refers to State Fiscal Years

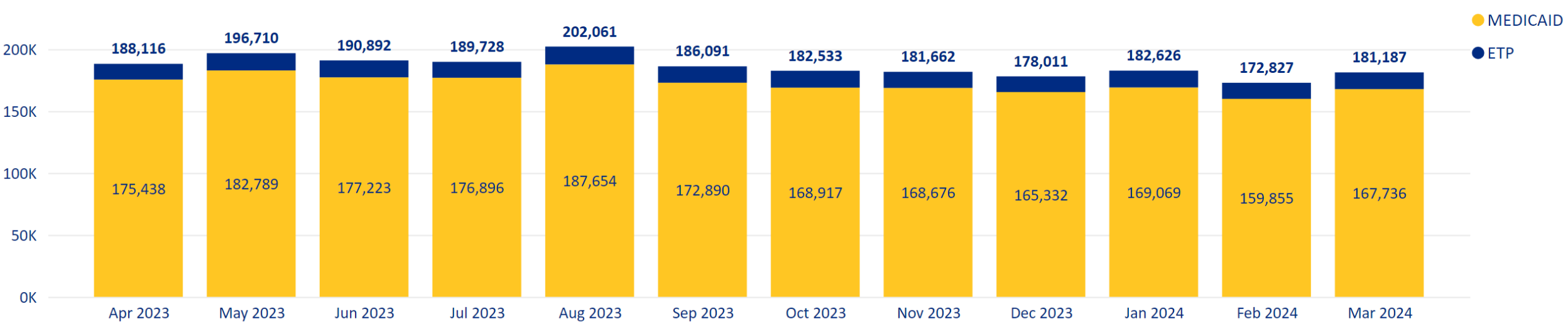
# TRIP ANALYSIS

## STATE OF RHODE ISLAND

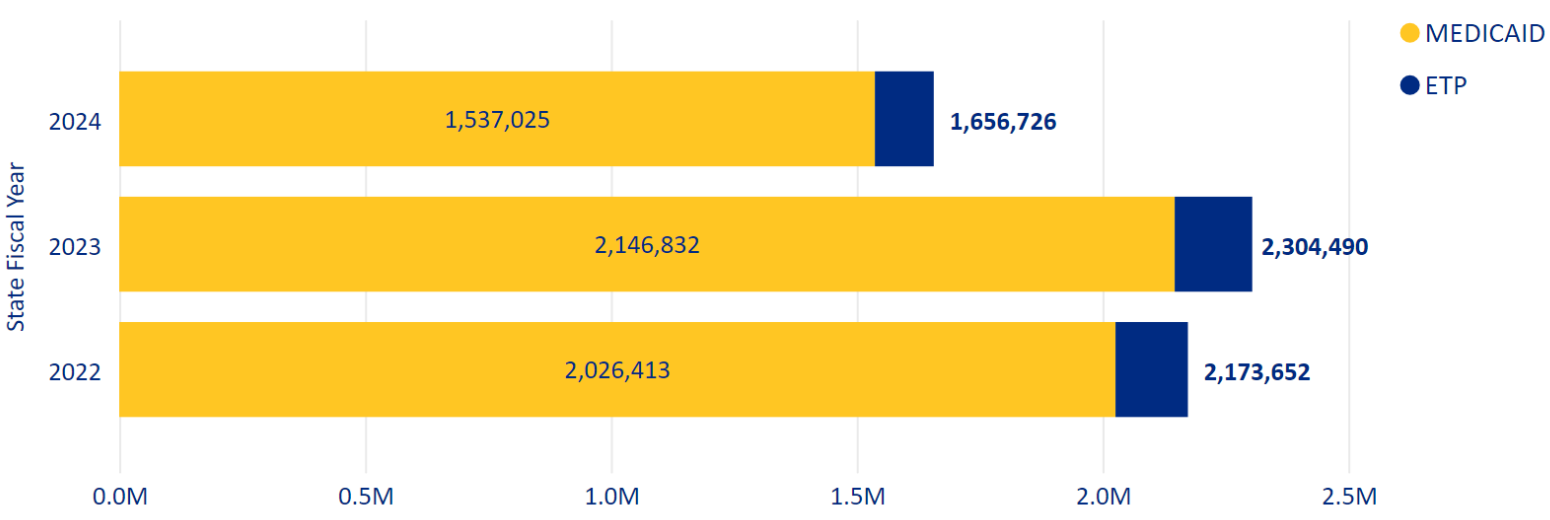
### Non-Emergency Medical Transportation Program (NEMT)



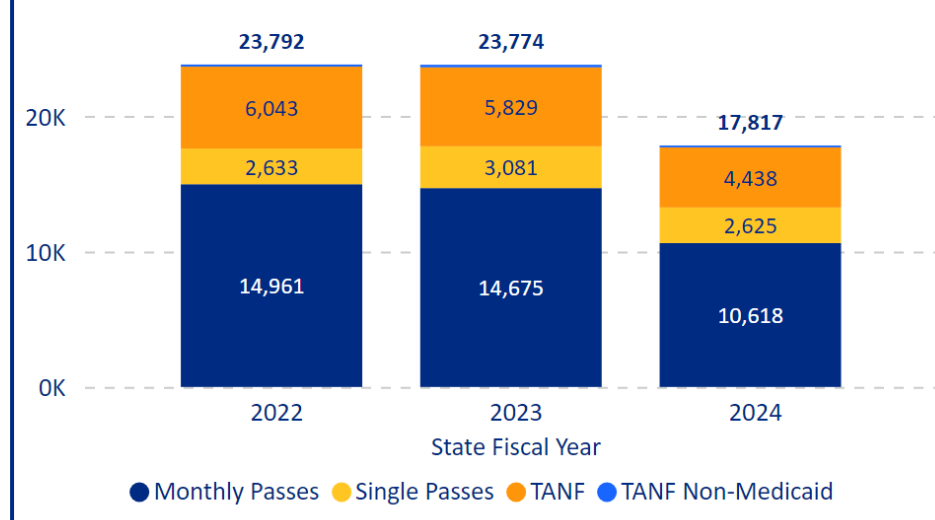
Total Occurring Trips by Population Served and Month



Total Occurring Trips by Population Served and SFY



Bus Pass Distribution Breakdown by SFY



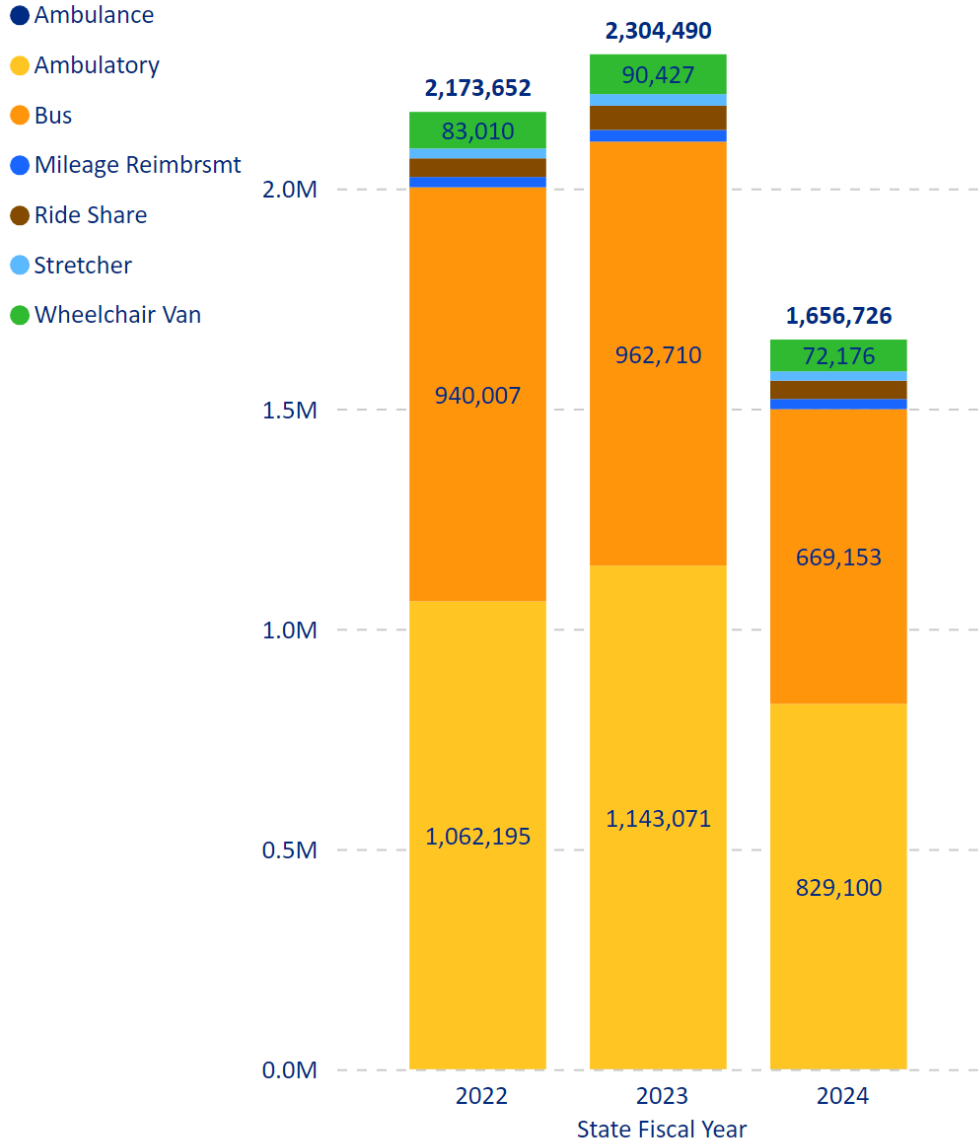
# TRIP MODE ANALYSIS

## STATE OF RHODE ISLAND



### Non-Emergency Medical Transportation Program (NEMT)

Count of Trips by Mode of Transport and SFY



Count of Trips by Mode of Transport and Month

Date	Ambulance	Ambulatory	Bus	Mileage Reimbrsmt	Ride Share	Stretcher	Wheelchair Van	Total Trips
Mar 2024	65	92,918	70,924	2,414	4,473	2,400	7,993	181,187
Feb 2024	61	88,615	67,938	2,182	3,880	2,346	7,805	172,827
Jan 2024	46	91,656	72,523	2,174	5,192	2,512	8,523	182,626
Dec 2023	41	87,122	74,667	2,010	4,038	2,275	7,858	178,011
Nov 2023	50	88,771	75,837	2,388	4,324	2,363	7,929	181,662
Oct 2023	52	94,496	70,024	2,880	4,652	2,322	8,107	182,533
Sep 2023	45	90,505	76,908	2,880	5,792	2,149	7,812	186,091
Aug 2023	50	101,129	81,248	3,382	5,094	2,485	8,673	202,061
Jul 2023	52	93,888	79,084	2,827	4,131	2,270	7,476	189,728
Jun 2023	56	97,475	74,990	2,850	4,930	2,434	8,157	190,892
May 2023	41	101,563	77,139	2,504	4,426	2,501	8,536	196,710
Apr 2023	15	93,145	79,140	1,988	4,130	2,237	7,461	188,116
Mar 2023	18	105,264	79,658	1,992	3,289	2,509	8,383	201,113
Feb 2023	24	89,291	71,704	1,937	3,211	2,088	7,011	175,266

Percentage of Trips by Mode of Transport and SFY

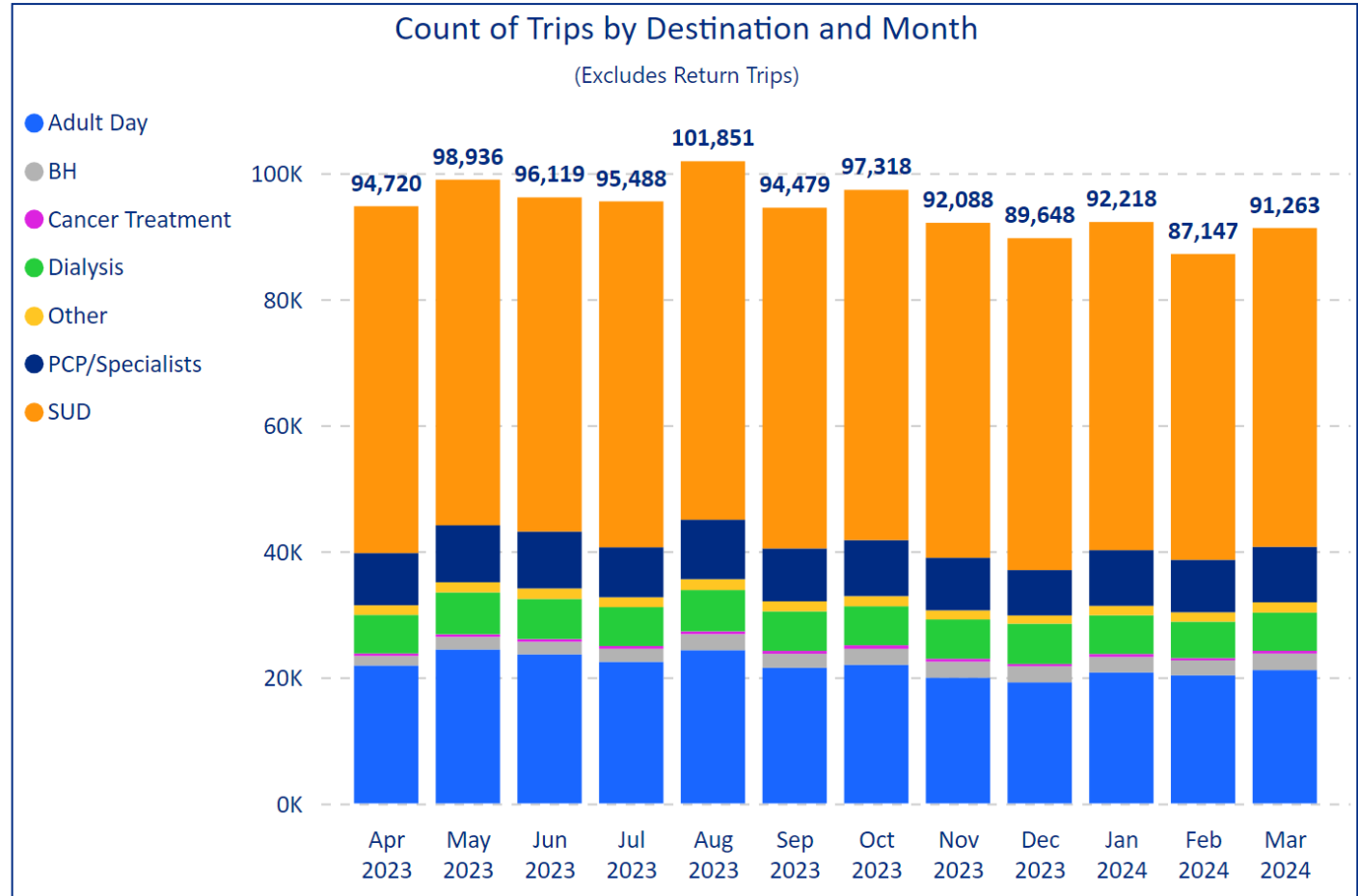
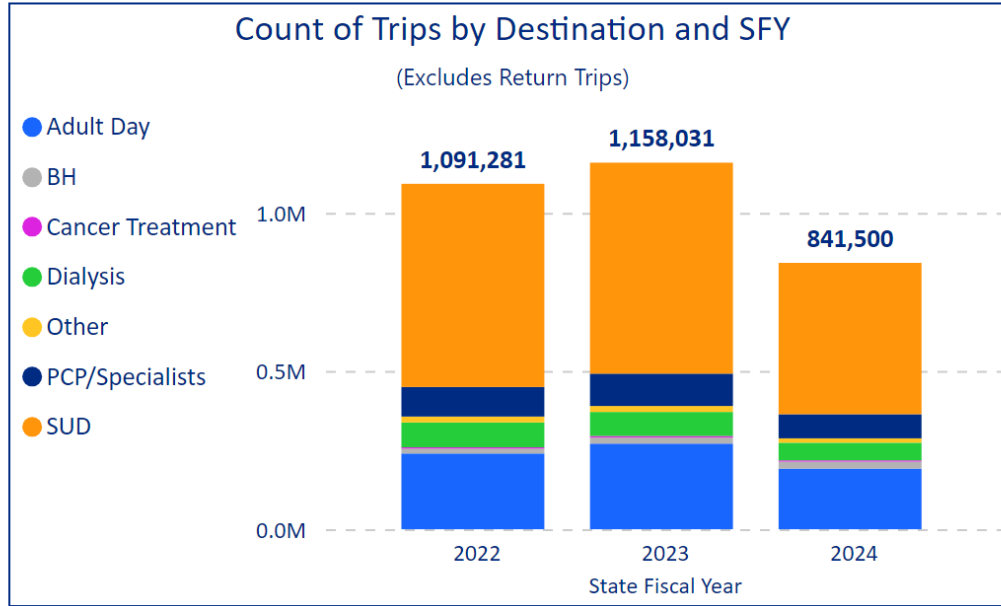
SFY	Ambulance	Ambulatory	Bus	Mileage Reimbrsmt	Ride Share	Stretcher	Wheelchair Van
2024	0.03%	50.0%	40.4%	1.4%	2.5%	1.3%	4.4%
2023	0.01%	49.6%	41.8%	1.2%	2.4%	1.1%	3.9%
2022	0.01%	48.9%	43.2%	1.1%	1.9%	1.0%	3.8%

# TRIP DESTINATION ANALYSIS

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## Non-Emergency Medical Transportation Program (NEMT)



### Percent of Total Trips by Destination and SFY

(Excludes Return Trips)

Destination	2022	2023	2024
Adult Day	21.9%	23.4%	22.8%
BH	1.4%	1.7%	2.6%
Cancer Treatment	0.4%	0.4%	0.5%
Dialysis	7.2%	6.6%	6.6%
Other	1.7%	1.6%	1.6%
PCP/Specialists	8.6%	8.8%	9.0%
SUD	58.8%	57.6%	56.8%

# COMPLAINT ANALYSIS

## STATE OF RHODE ISLAND

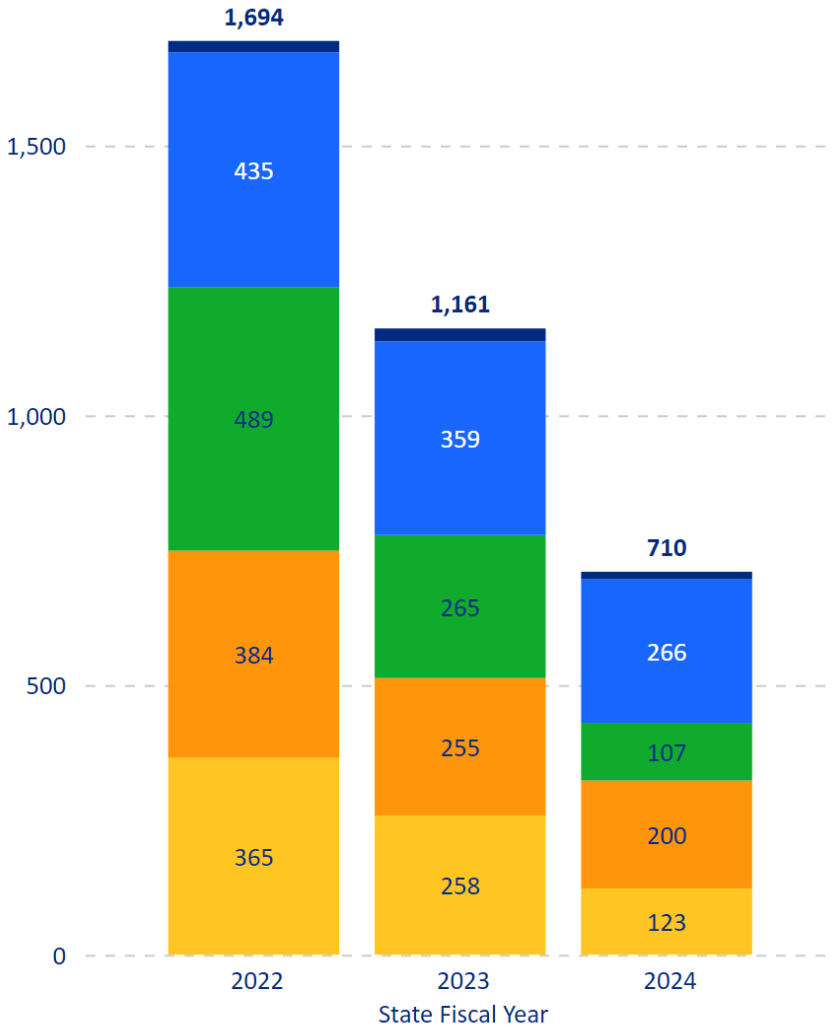
### Non-Emergency Medical Transportation Program (NEMT)



Complaints by Type and State Fiscal Year

- Driver/Vehicle Related
- Early/Late Pickup
- MTM Customer Service
- Provider No-Show
- Unclassified

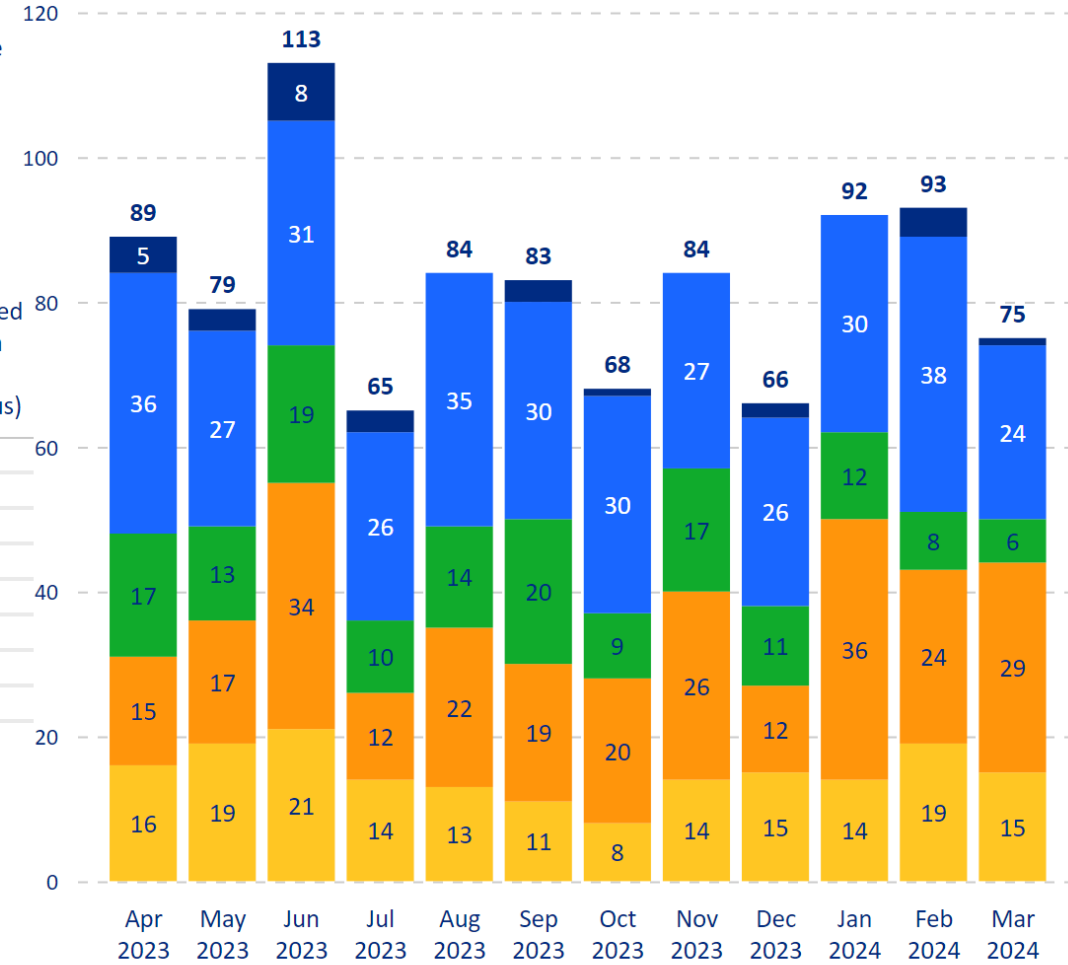
SFY	% of Scheduled Trips with a Complaint (Excluding Bus)
2024	0.05 %
2023	0.06 %
2022	0.11 %



Complaints by Type and Month

- Driver/Vehicle Related
- Early/Late Pickup
- MTM Customer Service
- Provider No-Show
- Unclassified

Month	% of Scheduled Trips with a Complaint (Excluding Bus)
Mar 2024	0.05 %
Feb 2024	0.06 %
Jan 2024	0.06 %
Dec 2023	0.04 %
Nov 2023	0.05 %
Oct 2023	0.04 %
Sep 2023	0.05 %
Aug 2023	0.05 %
Jul 2023	0.04 %





# STATE OF RHODE ISLAND



## PERFORMANCE STANDARDS ANALYSIS

### Non-Emergency Medical Transportation Program (NEMT)

#### Performance Standards Status by Month

Date	Clean Claim Payment	Complaint from Public	Escalated Complaint	Ride Share	Routine Complaint	Source of Complaint	TP No Show	TP Turnback
Mar 2024	✓	✓	✓	✓	✓	✗	✓	✓
Feb 2024	✓	✓	✓	✓	✓	✗	✓	✓
Jan 2024	✓	✓	✓	✓	✓	✗	✓	✓
Dec 2023	✓	✓	✓	✓	✓	✗	✓	✓
Nov 2023	✓	✓	✓	✓	✓	✗	✓	✓
Oct 2023	✓	✓	✓	✓	✓	✓	✓	✓
Sep 2023	✓	✓	✓	✗	✓	✗	✓	✗
Aug 2023	✓	✓	✓	✓	✓	✓	✓	✗
Jul 2023	✓	✓	✓	✓	✓	✓	✓	✓

Status	Definition
✓	Performance Standard Met
!	Incomplete Data
✗	Performance Standard Not Met

Performance Standard	Definition
Source of Complaints - Public	Less than five (5%) of total complaints will be from members of the public filing a complaint with the Contractor due to hazardous or unsafe driving
Source of Complaints - High-Risk Providers	Less than five percent (5%) of total complaints will be from Dialysis, Oncology Treatment, or Substance Use Disorder providers. This threshold changed from 8% to 5% in October 2023
Escalated Complaints	Ninety percent (90%) of all escalated complaints will be resolved within two (2) business days
Routine Complaints	Ninety percent (90%) of all routine complaints will be resolved within five (5) business days
Claims	Ninety percent (90%) of Transportation Provider clean claims will be paid within ninety (90) days of submission by transportation providers
Ride Share	Ride Share usage will be equal to or less than five percent (5%) of total trips (excluding bus)
No Shows	Total number of Transportation Provider no shows will be equal to or less than point thirty three percent (.33%) per month
Turn Backs	Total number of Transportation Provider turn backs will be equal to or less than four percent (4%) per month

Data Updated: 4/15/2024



# LIQUIDATED DAMAGES ANALYSIS

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### Non-Emergency Medical Transportation Program (NEMT)



Assessed Liquid Damages by Date and Items

- Call Center
- Timely Incident Reporting
- Trip Execution
- Trip Scheduling



Item	SFY 2024 Q1	SFY 2024 Q2
Call Center	\$1,500	\$1,500
Timely Incident Reporting	\$0	\$1,000
Trip Execution	\$57,700	\$75,100
Trip Scheduling	\$0	\$700
<b>Total</b>	<b>\$59,200</b>	<b>\$78,300</b>

MTM has one Corrective Action Plan (CAP) for RI Timely Notification of Critical Incidents in 2023.

Item	Definition
Call Center	Failure to answer at least 95% of incoming Member information telephone calls within 30 seconds in a given month.
Timely Incident Reporting	Failure to report to EOHHS an accident, injury or incident that has occurred in conjunction with a scheduled trip if a member was present in the vehicle. Accidents, injuries, and incidents shall be reported to EOHHS within six (6) hours or sooner from the time of the complaint/incident.
Trip Execution	Failure to fulfill a verified trip request safely and on-time.
Trip Scheduling	Failure to schedule valid non-dialysis and non-oncology service requests.