



COLORADO

Department of Health Care
Policy & Financing

Recommendations to the PIAC from the Provider and Community Issues Subcommittee: Non-emergent Medical Transportation

June 12, 2015

Summary

Non-emergent Medical Transportation is an area of focus for our sub-committee. Additionally, there has been an increase in the volume and urgency of complaints since the transition to Total Transit as the NEMT broker in November.

The Provider & Community Issues Sub-committee has been meeting regularly since January to discuss solutions regarding NEMT administration throughout the state. The group has formulated the following recommendations with respect to the NEMT vendor – Total Transit -operating in the nine county metro area.

Recommended Action

The Provider & Community Issues Sub-committee recommends the following actions;

- The HCPF Total Transit contract details a survey of patient and provider satisfaction, to be administered semi-annually. We would respectfully request that survey be launched now that the program has been operational for almost six months.
- Many drop off and pick up locations are large campus like settings, making individual addresses harder to find. Patients get delivered to the wrong door, not delivered at all, and not picked up for close to 4 hours causing great inconvenience for all. We would respectfully request that campus like settings, doctor's offices, clinics, and other common trip destinations like that be "flagged" in the dispatch and mapping systems to as to minimize the likelihood of problems at provider and specialist offices.
- The work group requested a "Fact Sheet" outlining the entire transit process, to include the complaint process describing the contract requirements regarding rapid response (within 24 hours) and written response within 5 working days.
- The work group recommends that the vendor, Total Transit, adjust their scripts and add lines on the dispatch form to allow for Social Workers, Care

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.

www.colorado.gov/hcpf



navigators/managers or family members to be listed by name and contact number for follow up calls. Numerous instances of patients standing outside waiting for a ride when the phone inside is ringing to tell them the driver is lost would be avoided if Total Transit and their driver vendors had someone to contact as a ride is occurring.

- Lastly, the work group would recommend that dispatch communications be bi-directional, so that the outcome and disposition of calls and rides can be conveyed back to the provider who requested the specific services. Numerous instances of encrypted emails not being opened and read for more than 48 hours after they were sent being the cause of a failed pick up or drop off.
- The Department should articulate a process for elevating Total Transit complaints to HCPF.
- The work group recommends that a process be outlined for who to contact at Total Transit if immediate assistance is needed.

