
Non-Emergency Medical Transportation Services

Presentation by LeFleur Transportation

for
The State of Connecticut
Department of Social Services
May 2016



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Introductions



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About *LeFleur Transportation*

LeFleur Transportation: Member-Centric and Data Driven NEMT Solution

- Call Center Operations
- Transportation Networks
- Technology
- Safety and Training
- Reporting and Compliance

Background & Experience

- 23 years transportation experience
- 19 years Medicaid NEMT experience
- Experience operating in multiple Medicaid NEMT environments with varying reporting, compliance and performance requirements
- 3 Major Call Centers and industry-certified personnel to manage CT Call Center implementation
- Approximately one million lives in current NEMT plans, up to 10,000 trips per day
- Approximately 650 employees to draw on as implementation support personnel as needed

Program Strengths

- Diverse Provider Network supplemented by LeFleur-owned vehicles will guarantee network coverage and enhance on-time performance.
- Outreach programs will enhance benefit awareness and encourage positive outcomes.
- Network vehicles will be equipped with tablets and real time technology.
- Members will have access to a client portal that allows self-serve reservation management and real-time ETA with mapping.
- We offer extensive experience with multiple pricing models and varying levels of financial risk (ASO, PMPM, Fee For Service)

Select *Client Engagements*

Leading organizations have partnered with LeFleur Transportation

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">TX HHSC</p>	<p>Texas Health and Human Services Commission (TX HHSC)</p>	<ul style="list-style-type: none"> As a prime contractor with the Texas Health and Human Services Commission (HHSC), LeFleur provides an Asset-Based NEMT brokerage operation for the Texas' Health and Human Services Commission's Medical Transportation Program. 	<ul style="list-style-type: none"> As a Managed Transportation Organization (MTO), LeFleur currently covers two regions that consist of 60 counties, 65,000 square miles and more than 700,000 lives.
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ADHS</p>	<p>Arkansas Department of Human Services (ADHS)</p>	<ul style="list-style-type: none"> LeFleur has served as an Asset-Based Broker for NEMT services in Arkansas' Region 1 since February 2012, after we were selected through a formal procurement process over the incumbent national broker. 	<ul style="list-style-type: none"> Within 90 days after operations began, ADHS made program changes which more than doubled the number of trips provided. LeFleur's positive relationship with our Transportation Providers and our asset-based model enabled us to quickly and efficiently manage the increase in trip volume.

Additional Clients

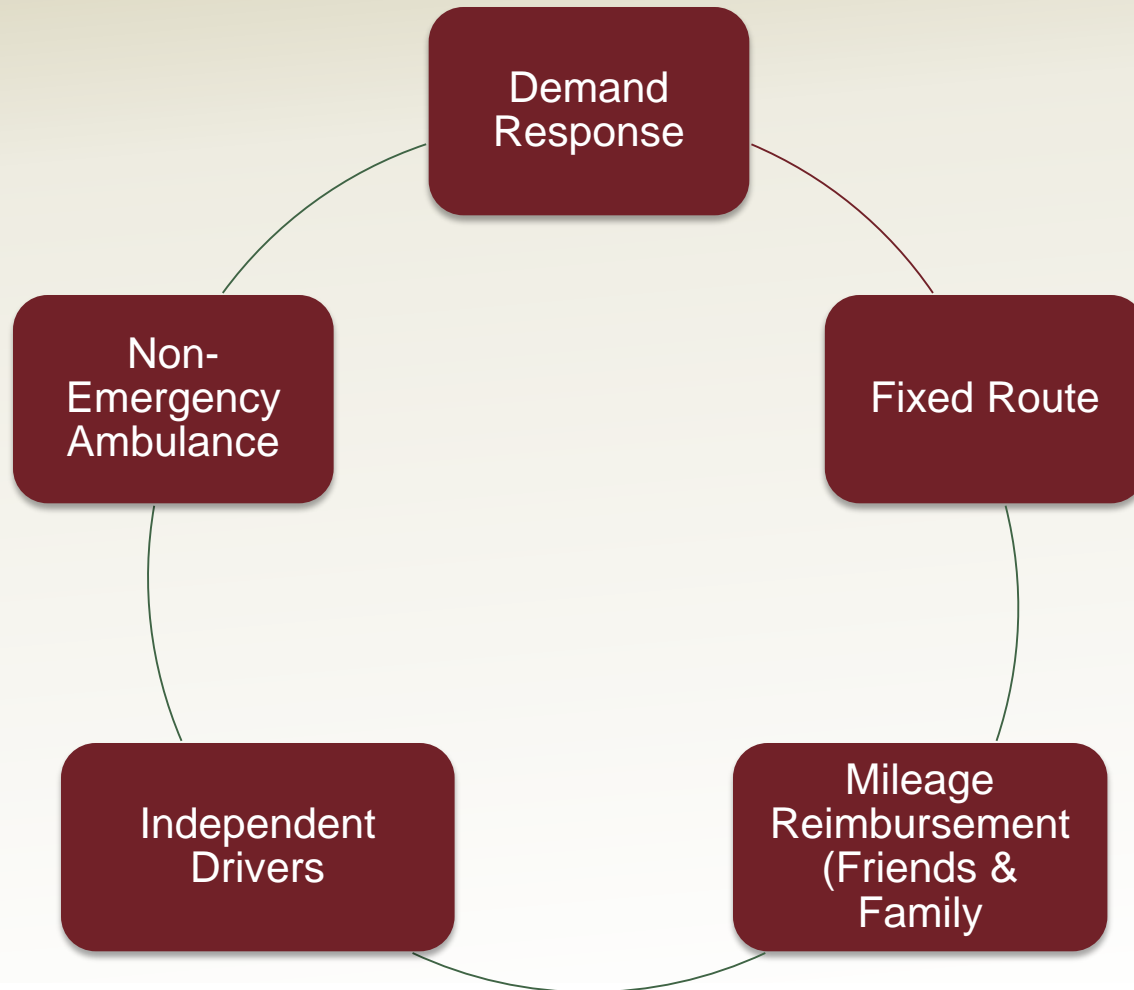
We handle business throughout the U.S. serving our clients.....

- American Cancer Society
- Amerigroup
- Capital Metropolitan Transportation Authority
- Minnesota Department of Human Services
- Mississippi Department of Human Services
- Mississippi Division of Medicaid
- North Carolina Department of Social Services
- Ohio Department of Job and Family Services
- Oklahoma Department of Human Services
- Sendero Health Plans
- Seton Health Plan
- South Carolina Department of Social Services
- Texas Gulf Coast Center/Connect Transit
- United Health Care Community Plan: Texas

LeFleur's NEMT Model

- Full Risk (PMPM) Pricing Model
 - ❖ PMPM Encourages vendor to reduce costs
 - ❖ PMPM provides budget certainty to the state
 - ❖ PMPM enhances transparency
- Asset Based NEMT Model
 - ❖ Guarantees access to care
 - ❖ Reduces stress on NEMT network
 - ❖ Mitigates gaps in NEMT network
 - ❖ Enhances performance of NEMT network

Network Diversity



Building the Network: Five Phase Approach

Phase 1

Determining Needs

Phase 2

Recruiting

Phase 3

Consultation, Training and Credentialing

Phase 4

Transportation Provider Orientation

Phase 5

Executing Contracts

Reimbursing Transportation Providers

Negotiating Rates with NEMT Providers

- Individual rate negotiation with each Transportation Provider based on scope of services and volume of work

Paying NEMT Provider Claims

- Daily reconciliation
- 100 percent trip validation through review of Driver Log

Mileage Reimbursement

- Pre-populated claim forms mailed each day requiring Medical Provider Signature for payment
- Most paid within 10 days

Ensuring Timely Reimbursement

- 95 percent of clean claims to be paid within two weeks
- 100 percent of clean claims to be paid within 30 days

Transportation Provider Monitoring

Paramount to the success of any NEMT program is monitoring of the Transportation Provider Network and enforcement of program rules.

Driver & Vehicle Compliance

- Web portal system for documentation to ensure drivers and vehicles meet all credentialing
- Technology ensures credentialing documents remain current

Performance Monitoring

- Field Supervision: Supervisors spend 70% of time monitoring contract compliance and inspecting vehicles
- Complaint Analysis
- Tablet technology for inspections
- Collect performance data in real time

Preventing Fraud/Abuse

- Automated Credentialing
- Post-Transportation Validation with Medical Providers
- 100 Percent Review of Driver Logs
- Real Time Data

Call Center Operations

Establish a Call Center

- Connecticut Call Center upon Contract Award
- Cloud-based Automatic Call Distribution (ACD), Self-Service Interactive Voice Response (IVR), Reporting and Agent Optimization Solutions; Redundant Fiber Connections

Eligibility Process

- Monthly and Daily Eligibility Imports
- Tables of Enrolled Medical Providers

Call Center Operations

Call Center: Training Requirements

- Four-week Training Program that Includes both Technical Training and Sensitivity Training
- Partnership with Leading Call Center Training Consultant-Benchmark Portal

Member Satisfaction

	<p>Complaints, Grievances & Appeals</p>	<ul style="list-style-type: none">• LeFleur has a transparent complaint process to quickly investigate and resolve any issues.• LeFleur will grant access to complaint and investigation/resolution data.	<ul style="list-style-type: none">• LeFleur's internal goal is to achieve a complaint rate of less than .5 percent.• We are proud that in our history, we have consistently achieved this goal.
	<p>Customer Satisfaction Surveys</p>	<ul style="list-style-type: none">• LeFleur maintains an internal goal of ensuring at least 95% satisfaction among Members, as measured by Member Satisfaction Surveys.• Based on a recent survey, reports indicate that current Member satisfaction within our NEMT units is at 95%.	<ul style="list-style-type: none">• These survey results are invaluable to our operations and help us to maintain a proactive approach to customer satisfaction.

Fraud and Abuse: Types and Strategies

- Member
 - Rides to Non-Authorized Locations combatted through education and Appointment Validation
 - Falsifying Medical Necessity combatted through Level of Need Verification through Healthcare Provider.
 - Misrepresenting Available Transportation combatted through proper screening
- Transportation Provider
 - Billing for No-Shows
 - Recording incorrect pick up and drop off times
 - Both Combatted through Real-Time Technology and verifying signed, travel logs

Information Technology Profile

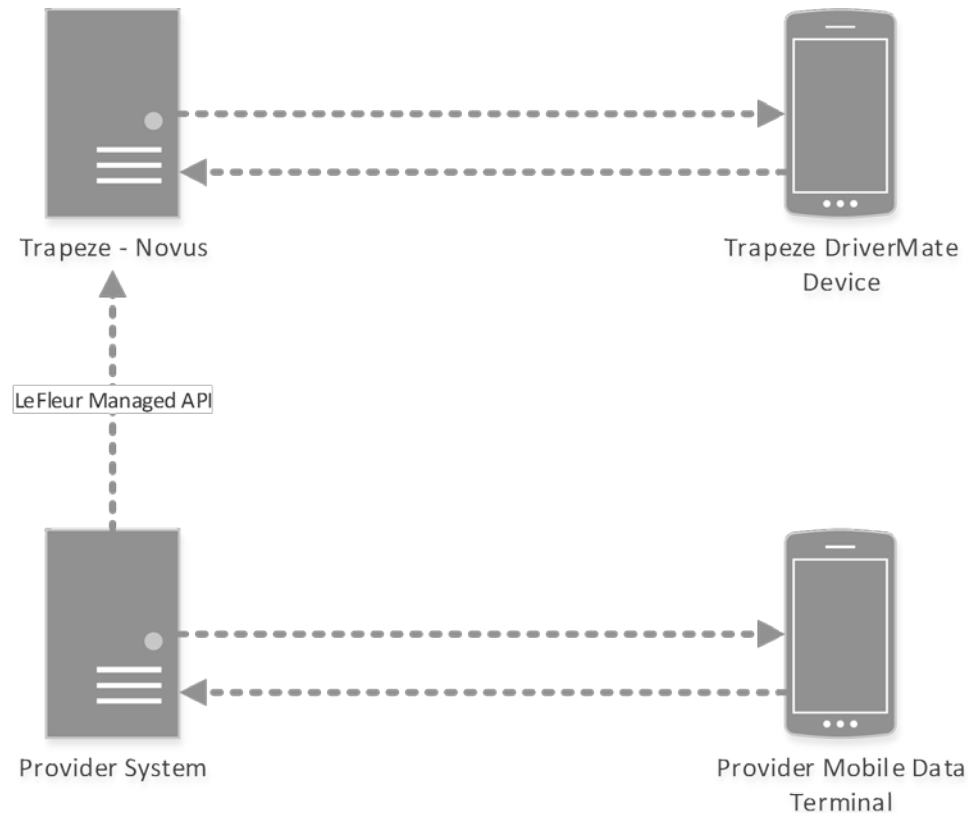
System Functionality	Primary	Secondary
Client Eligibility	Trapeze - Novus	
Authorization of Services		
Utilization and Quality Assurance		
Provider Network Management		
Encounter Data Management	LeFleur Intranet	
Data Integration		
Report Management		
Human Resources Management	People Trak	
Financial Management	Sage Pro	
Automatic Call Distribution	InContact	

Trapeze Software

- Fully Integrated Functionality
 - Client Eligibility
 - Authorization of Services
 - Passenger Portal
 - Network Management
 - Scheduling
 - Real-time Dispatch
 - Mobile Data Terminals
 - Provider Web Portal
 - Claims Management
- Custom Screen Design and Security Matrix
- 10+ Years of Collaboration and Development

Real Time Data Collection

Real time data is now a necessity when coordinating the delivery of services. Transportation networks are comprised of a diverse set of providers utilizing a variety of systems. Our industry faces a challenge with the consolidation of real-time data across a network.



Passenger Portal

The passenger portal gives clients ease and confidence in trip management through a secure web portal.

Client Benefits

- Book, review, confirm, and cancel trips
- Automatically generate return trips
- Real-time ETA with map integration

Staff Benefits

- Reduced strain on call center
- More time dedicated to improving service
- More accurate data from clients

Program Benefits

- Fewer no-shows and shorter driver wait times
- Improved customer satisfaction
- Customer service 24 hours a day

Reporting Capabilities

Reporting is a critical asset that requires a team with hands on experience and involvement throughout the process.

837 Encounter Data

- Experience with numerous 837P formats
- ICD – 10 compliant
- 99.9% acceptance rate
- In-house development

Call Center Reports

- Industry Standard reports
- Ad hoc reporting tools
- Real time dashboard that can be customized by the user

Trapeze-Novus Reports

- In-application queries
- Standard, Custom, and Crystal Reports
- Reports specific security matrix

SQL Reporting Services

- Report automation
- Blending multiple data sources
- Statistical analysis
- Exception reporting



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