

Access2Care

Iowa Medicaid NEMT Programs

August 10th, 2023

Iowa NEMT & Waiver Program At-A-Glance

12 Months Ending July 2023

1,276,970 Completed Trips

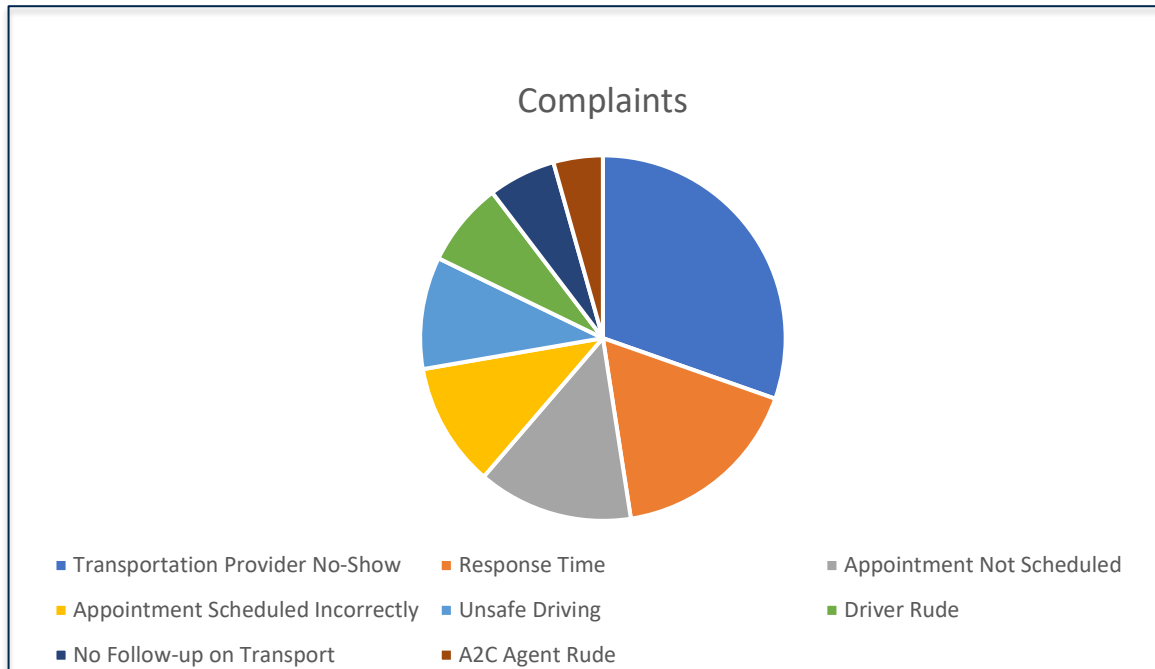
30,812 Unique Members Served

360,188 Calls Answered – 87.4%
answered under 30 seconds

122 Current Providers in Network

Iowa NEMT & Waiver Program

Complaints – 12 Months Ending July 2023



There were 1,234 total complaints which is .10% of total transports or 1 for every 1,000 trips



Iowa NEMT & Waiver Program

Complaints – 12 Months Ending July 2023



All complaints are analyzed for:

- Geographic trends
- Provider trends
- Type of complaint
- Members with multiple complaints

All complaints are investigated by contacting members, facilities, and providers to follow up and avoid repeat situations

2,814: Total Missed Trips

Iowa NEMT & Waiver Program

PEP – Priority Experience Program

- Members experiencing challenges with their transportation can be entered into our PEP Program
- PEP is designed to provide a higher level of oversight and coordination
- Each trip is monitored and verified with the member, medical facilities, and transportation provider
- Members may be enrolled in PEP program based on:
 - Prior complaints filed
 - A greater level of need or attention required
 - Difficult to schedule transportation
 - MCO request for any reason

Currently:

- 86 members enrolled in PEP; 26 enrolled since 06/01/2023
- 4 of these members have filed complaints after PEP enrollment



Iowa NEMT & Waiver Program

Continuous Improvement Opportunities



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Access Care

A Global Medical Response Solution

Thank you!
For more information:

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