

# Access2Care

## Iowa Medicaid NEMT Programs

May 25, 2023

# Iowa NEMT & Waiver Program At-A-Glance

12 Months Ending April 2023

1,286,064 Completed Trips

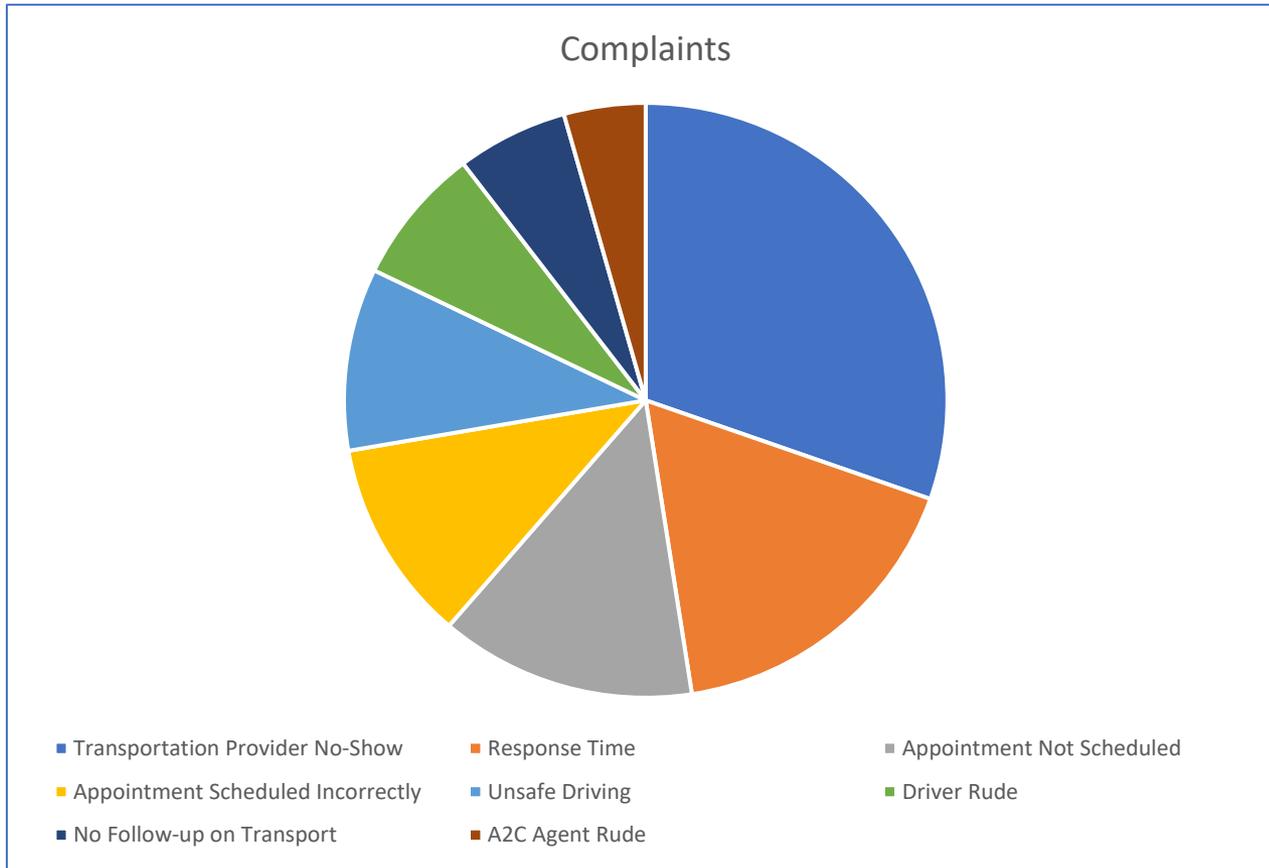
30,626 Unique Members Served

354,314 Calls Answered – 86.7%  
Service Level

125 Providers in Network

# Iowa NEMT & Waiver Program

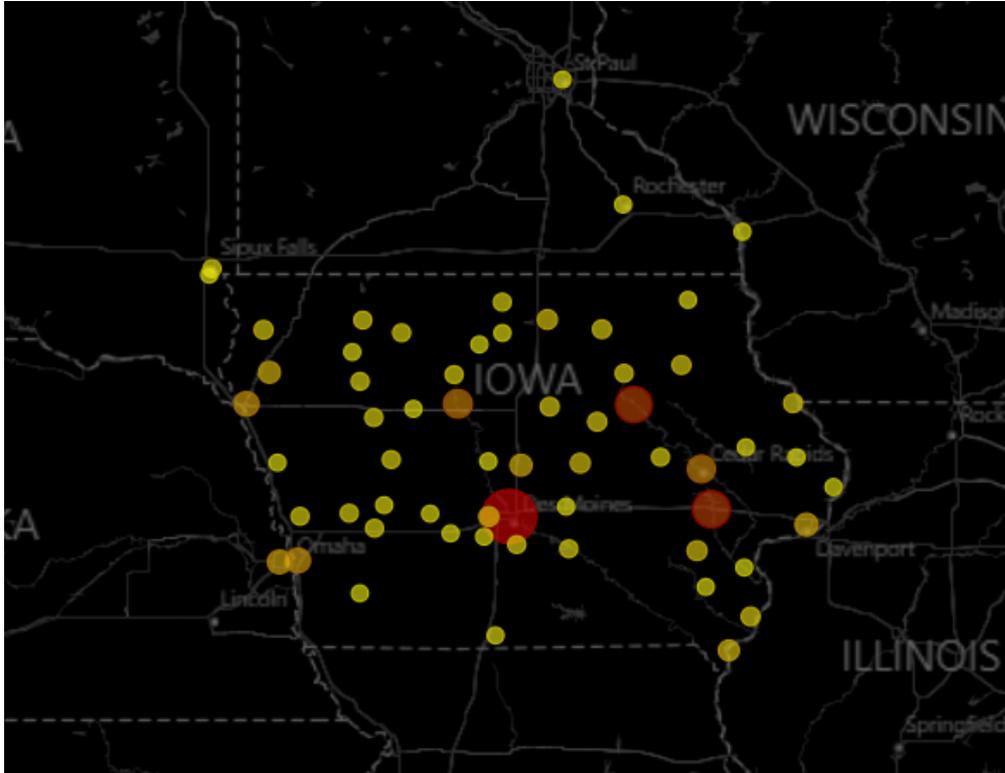
## Complaints – 12 Months Ending April 2023



There were 1,219 total complaints which is .10% of total transports or 1 for every 1,000 trips

# Iowa NEMT & Waiver Program

Complaints – 12 Months Ending April 2023



All complaints are analyzed for:

- Geographic trends
- Provider trends
- By type of complaint
- Members with multiple complaints

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

# Iowa NEMT & Waiver Program

Missed Trips – 12 Months Ending April 2023

## 3,178: Total Missed Trips

- 0.19% of total 1.7 million requested trips

## 2,155: No Resource Available

- A2C unable to secure a transportation provider
- Short notice requests

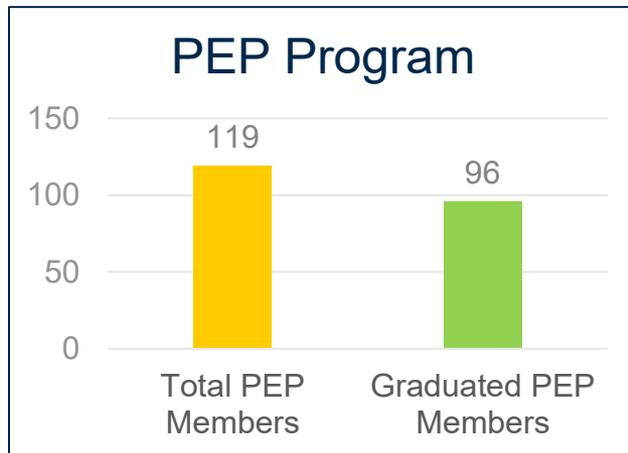
## 1,023: Provider No Show

- Transportation provider failed to show up for scheduled appointment pickup

# Iowa NEMT & Waiver Program

PEP – Priority Experience Program

12 Months Ending April 2023



For the 96 Graduated PEP Members, 88 have no additional complaints

- Members experiencing challenges with their transportation can be entered into our PEP Program
- Typically members are in PEP for 90 days
- PEP is designed to provide a high level of oversight
- Members with 3 or more complaints or were involved with a significant event are eligible for PEP Program
- All PEP member's upcoming trips are monitored for all special needs
- Each trip is verified with the member, medical facilities and transportation provider

# Iowa NEMT & Waiver Program

## Continuous Improvement Opportunities

### Quality Committee

#### Determine Complaint Root Causes

- In partnership with MCOs begin an analysis of complaint causes
- Develop action plans to reduce complaints

### Provider Trainings

#### Improve Driver Professionalism and Provider Performance

- Reestablish state-wide, in-person transportation provider training sessions
- Specific one-on-one training sessions with low performing transportation providers

# Iowa NEMT & Waiver Program

## Continuous Improvement Opportunities

### Member Surveys

#### Provide Member Feedback

- Currently conduct random monthly member surveys with 90+% satisfactory results
- Expand for an additional 100 members per month to be contacted within 48 hours of transport – currently receive avg 100 per month
- Implement voluntary 1 question member survey after every calls

### Member No Show Audits

#### Determine Root Causes for Member No Shows and Assure Member Recieves Needed Medical Care

- Contact members with repeat no shows to determine the challenges causing the no shows
- Work with health plans to resolve member no show challenges

# Iowa NEMT & Waiver Program

## Continuous Improvement Opportunities



### Reduce Transportation Provider No Shows

- Conduct audits of transportation provider with more than 3 monthly no shows
- Conduct specific one on one training to reduce monthly no shows



### Reduce Wait Times and Provider No Shows

- Implement FlexNet Program for medical facilities to use their preferred providers
- Facilities can contact directly their pre-approved preferred provider to request member transport to reduce wait times

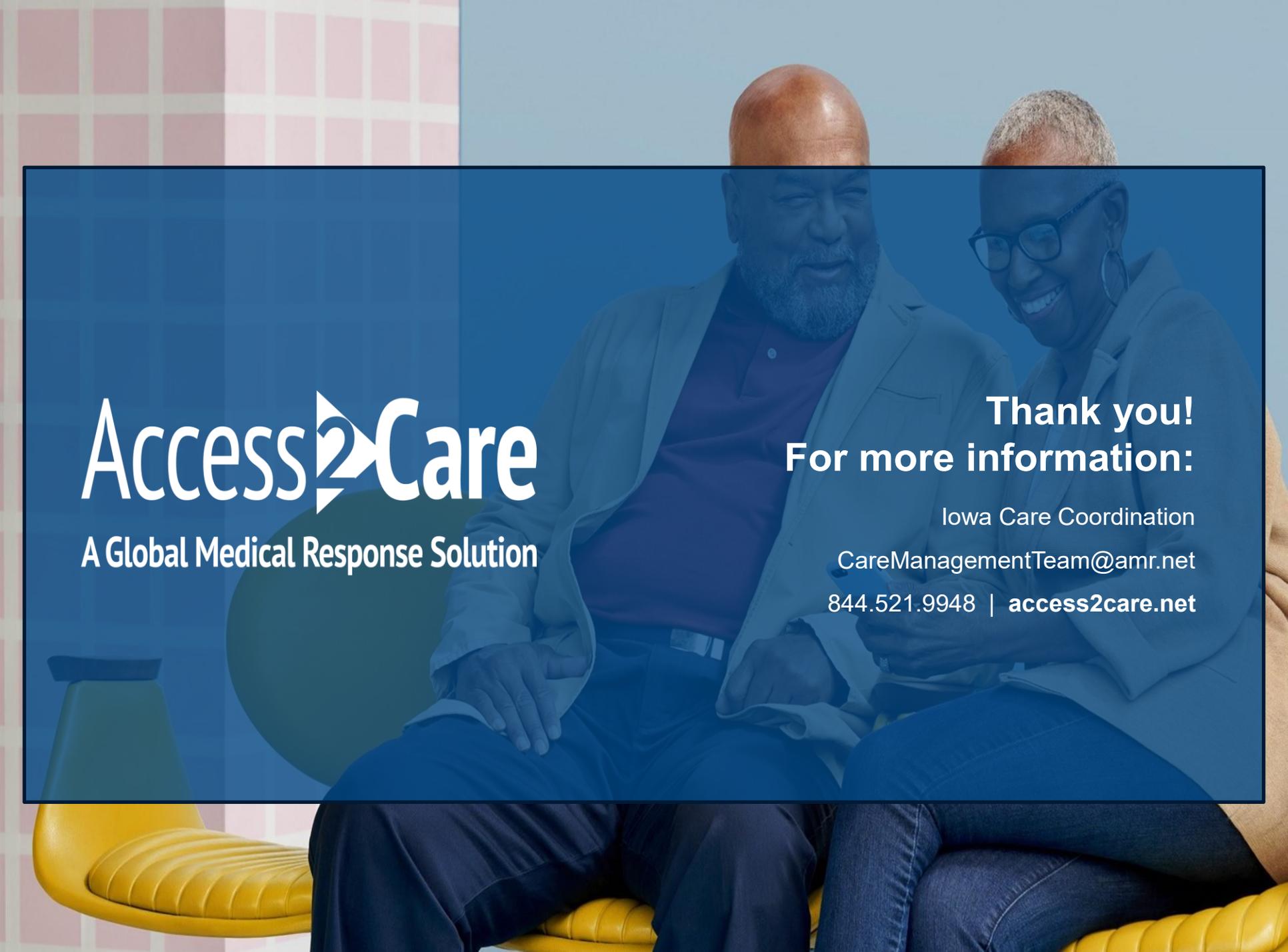
# Iowa NEMT & Waiver Program

## Continuous Improvement Opportunities

### New Mobile App

#### Allow Member Ability to Manage Transportation and Reduce Wait Time

- New Member App Summer 2023
- Members can schedule and manage their trips
- FlexNet and Waiver providers will be able to schedule member trips



# Access Care

A Global Medical Response Solution

**Thank you!**  
**For more information:**

Iowa Care Coordination

[CareManagementTeam@amr.net](mailto:CareManagementTeam@amr.net)

844.521.9948 | [access2care.net](http://access2care.net)