MTM Informational Meetings

Nevada

2016

MTM Team

- Nick LoPiccolo – Manager, Provider Development
- Melissa Workman – Corporate Manager, Education, Training, Outreach (ETO)
- Niki Stephens – ETO Coordinator
- Valerie Barr – Director, Business Implementation
- Stacy Brune – Sr. Project Manager, Business Implementation

MTM

MTM History & Footprint

MTM

The MTM Advantage

- Managing non-emergency medical transportation since 1995
- Family-owned & operated
- 2nd largest NEMT company
- Annual revenue of $450M
- Investing in innovative operating process & technology

20 years / removing community barriers

MTM

Current National Capabilities

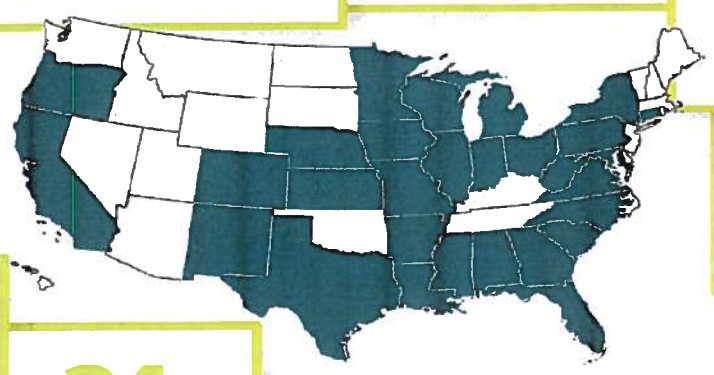
14 million
Trips Scheduled Annually

97%
Member Satisfaction (Scheduling/Phone)

8 million
Members Served Annually

8 million
Calls Handled Annually

96%
Member Satisfaction (Transportation)



1,250
NEMT Providers

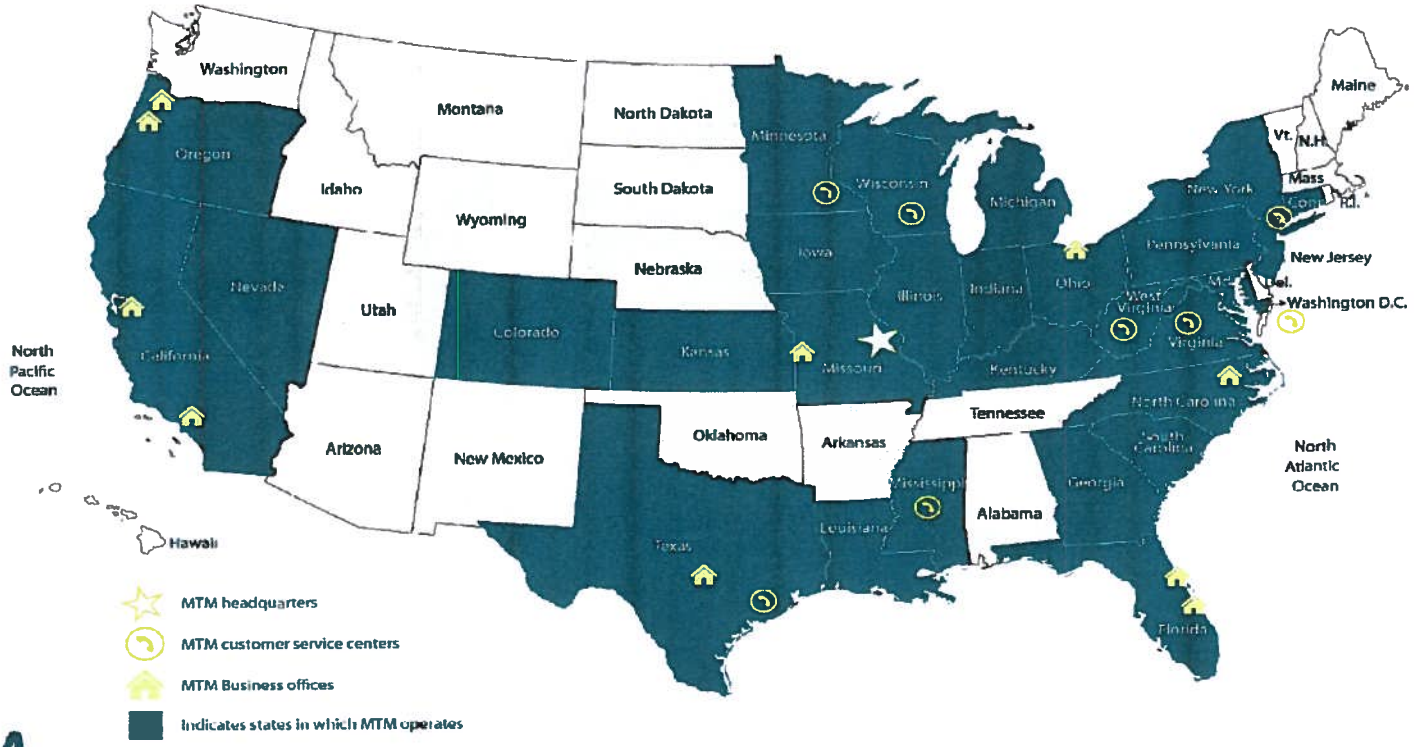
9
Customer Service Centers

24
States + DC Service Area

"Servicing over 100 managed care contracts nationwide providing Transportation and Home & Community Based Services (HCBS)"

MTM

National Footprint



MTM

Experienced NEMT Manager

Government Program Summary				
Client	***Recipients***	***Annual Calls***	***Annual Trips***	***Dates of Operation***
West Virginia	450,000	622,000	923,000	Oct. 2014 to Present
Washington DC	55,000	140,976	1,284,000	Oct. 2007 to Present
Minnesota	620,200	447,400	851,000	July 2004 to Present
Texas	912,000	700,000	1,200,000	March 2012 to Present
Wisconsin	1,000,000	1,260,000	2,016,000	Aug. 2013 to Present
Hamilton County, Ohio	45,000	36,000	240,000	Jan. 2010 to Present
South Carolina	237,300	193,400	594,800	May 2007 to May 2011
Missouri	493,500	564,000	935,100	1995 to 2007; Oct. 2010 to Oct.2011
Mississippi	650,000	480,000	851,500	June 2014 to Present

MTM

Evolving Business Lines

- NET
- Drive Rewards
- Home & community based services (HCBS)
- Public transportation & ADA paratransit
- Mobility management
- Functional assessments & travel training
- Ambulance adjudication
- Quality assurance

MTM

Creating a Positive Recipient Experience

- Selection of customer-minded staff
- Training for proficiency
- Quality monitoring ensures compliance & consistency
- First-call resolution improves satisfaction
- Accessibility to live agents 24/7/365
- Employee engagement

MTM

Customer Service Center Success

- Average speed to answer
  - Less than 30 seconds
- Average abandonment rate
  - 2.93%
- Overall customer satisfaction rate
  - 97%
- Accurate call forecasting:
  - Within 2%
- 2015 - 2nd Place in National Call Center Awards
- 2016 – 6 nominations for Stevie Awards
  - Awards in April 2016 – Las Vegas

MTM

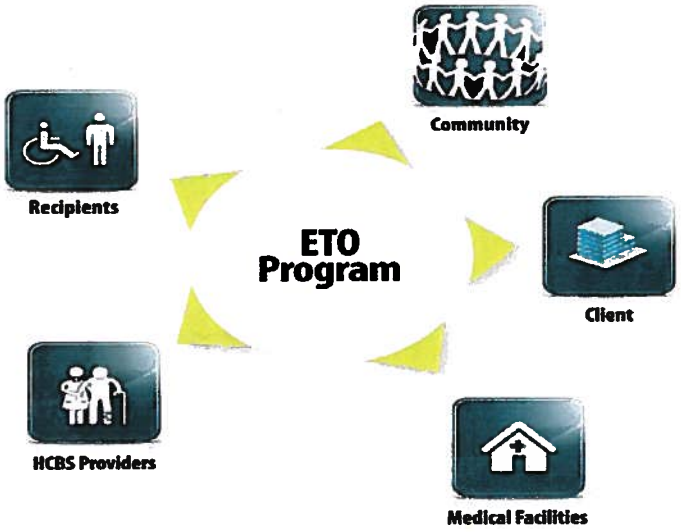
Education, Training and Outreach

- Providing visibility, understanding and interaction with stakeholders:
  - Skilled Nursing , hospitals, dialysis communities, adult day care facilities
  - State and local legislators
  - Unique ethnic groups
  - Local advocacy groups
  - Caregivers
- Reduces frustration and complaints
- ETO Coordinators are essentially subject matter experts and provide a point of contact for stakeholders including our clients
- Assures confidence in the program

MTM

Communication

- Providing consistent, effective communication
  - Direct mailings to Recipients
  - Internet postings
  - Contacting stakeholders via phone
  - Hosting web-based seminars
  - E-activity
  - On-site meetings



MTM

Care Management Overview

- Collaborate with medical facilities, social workers and health plan case workers
  - Provide extra attention to situations requiring more intense review
    - Offer special care beyond a standard trip request
    - Interaction with healthcare professionals
    - Recurring trips
    - Ancillary services

MTM

Focus on Quality

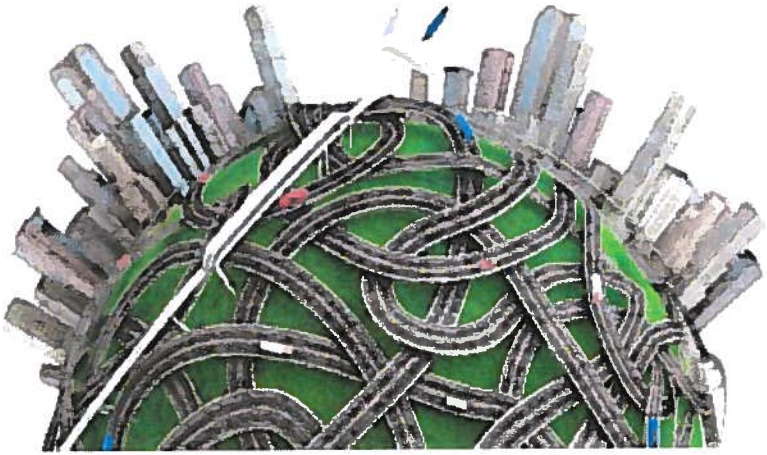
- HIPAA training & auditing
- Complaints, incidents & accidents
- Track & trend key performance indicators
- Contract compliance auditing
- MHPA Award for Fraud, Waste & Abuse program
  - Medicaid Health Plans of America
- URAC accredited

URAC ACCREDITED

MTM

Seamless Implementation

- Seasoned Implementation Team
  - Call Center, IT, Network, HR, ETO & Training
- On-the-ground recruitment
- Extensive ETO activity
- Continuity of care for Recipients is priority



MTM

Nevada Territory Data Collection

- Medicaid population by County / City
- State regulations (NTA, NRS, Ch. 1900, Etc.)
- Applicable Modes of Transportation
- Geographic area (metro, urban, rural, terrain, etc.)
- Transportation provider listings
- Transportation rates

MTM

Forecasting Adequacy

Recipients: Population types & utilization trends of each

Utilization: Unknown/recurring & trip limits

Historical Data: Prior provider network & facility spread

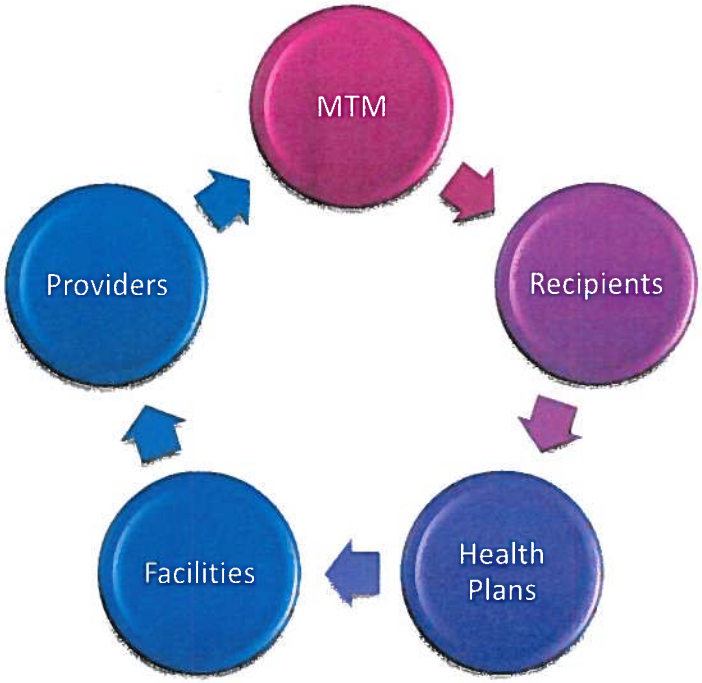
Trip Length: Location & population variances

Mode Mix: GMR, covered modes, population & Level of Need

MTM

Forecasting Success

- Satellite Office Build-Out
  - 45 local jobs (office space for 75 for expansion)
- Identify Recipient Amount
- Project Fleet for All Modes
- Regulations and Contract to match RFP criteria



MTM