








## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments
<b>LICENSURE, ACCREDITATION, CERTIFICATION</b> Lead: Mario	Office location identified	11/1/18	Lease/Agreement		
	Licensed business in RI	11/1/18	License		
	Register as State vendor	11/1/18	Registration/Written attestation		
<b>TRANSPORTATION PROGRAM ADMINISTRATION</b> Lead: Jason/Mario	Key management staff in RI	11/1/18	Written attestation		
	RI Works consideration	11/1/18	Policy and Procedural Manual		Lissa to touch base with Kim Rauch
	Unemployment etc	11/1/18	Policy and Procedural Manual		
	Encourage M/WBE	11/1/18	Policy and Procedural Manual		DOA oversight in play
	Policy and Procedural Manual	11/1/18	Policy and Procedural Manual	 2018 Compliance Program Plan_Final.	
	Implementation Plan	10/15/18			
	Websites, Mobile Applications & Other Innovations	12/1/18	Written attestation		








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<b>TRANSPORTATION PROGRAM ELIGIBILITY AND PROGRAM ENROLLMENT</b> Lead: NEED	Medicaid Eligible and Enrolled Recipients file receipt	12/1/18	Written attestation		
	Temporary Assistance for Needy Families (TANF) file receipt	12/1/18	Written attestation		Potential DHS removal of program from brokerage
	Non-Medicaid Elderly Population file receipt	12/1/18	Written attestation		
	Process Denial of Service Determinations	11/15/18	Policy		
<b>RECIPIENT ENROLLMENT AND DISENROLLMENT</b> Lead: NEED	Elderly Transportation Program	12/1/18	Written attestation		
	Eligibility Procedures	12/1/18	Policy		
	Eligibility Verification	12/1/18	Policy		
	Receive 834 eligibility file from EOHHS	12/1/18	Written attestation		
	Challenging member behavior policy and procedure	11/15/18	Policy		
	Attendant (escort) policy	11/15/18	Policy		
				 Communication and Education Plan Implementation Spr  Facility	
				 Town Hall Sign in Sheet.docx  Facility Intro Letter-Standard.doc	
				 MTM Overview Presentation.pptx  State Resource Guide-Standard.doc	
	Stakeholder education/awareness plan	11/1/18	Plan		




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<b>LEVELS OF SERVICE AND MODES OF TRAVEL</b> Lead: Mario	Curb-to-Curb Service	11/15/18	Policy		
	Door to Door Service	11/15/18	Policy		
	Services available 24/7, 365 days a year.	11/15/18	Policy		
	Public Transit (bus)	11/15/18	Policy		
	Ride-Share Program (Uber/Lyft)	11/15/18	Policy		
	Public Motor Vehicle	11/15/18	Policy		
	Multi-Passenger Van	11/15/18	Policy		
	Wheelchair Van	11/15/18	Policy		
	Ambulance (stretcher van, ALS/BLS)	11/15/18	Policy		
	Mileage Reimbursement	11/15/18	Policy		
<b>COORDINATION OTHER HEALTH/ SOCIAL SERVICES AVAILABLE TO RECIPIENTS</b> Lead: Jason/Mario	Managed Care Organizations	11/1/18	Written attestation		
	Accountable Entities	11/1/18	Written attestation		
	RI Public Transit Authority	11/1/18	Written attestation		
	High utilizing providers (Adult Day, OTP, Dialysis etc.	11/1/18	Written attestation		

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<b>TRANSPORTATION PROVIDER NETWORK</b> Lead: Jason/Mario	TP supply adequacy	11/15/18	Weekly written update		
	TPs insured	11/15/18	Written attestation		
	TPs licensed, certified, permitted	11/15/18	Written attestation		
	TP selection criteria	11/1/18	Policy		
	Contingency plans for unexpected peak transportation demands	11/1/18	Policy		
	Recovery policy	11/1/18	Policy		
	Incentive program policy and procedure if applicable	11/1/18	Policy		
					
	Fraud Waste and Abuse policy	11/1/18	Policy	FWAIntegrityPlan_FINAL4REVIEW.docx	
	Authorizing services	11/1/18	Policy		
	Scheduling services	11/1/18	Policy		
	Managing payments	11/1/18	Policy		
	Making payments	11/1/18	Policy		
				  TPSA - RI 2019.docx Appendix A - BAA - RI 2019.docx    Schedule A v2.2 Appendix B - 2018.01.11 - Sect I oCredentials - RI 2019.docx    Appendix C Schedule B v1.0 Downstream MA Me08.2018 - RI 2019.docx	
	TP contracts	11/1/18	Contracts		
	TP contracts executed	weekly	Weekly update		
	TP monitoring policy and procedures	11/1/18	Policy		

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<b>TRANSPORTATION PROVIDER NETWORK</b> Lead: Jason/Mario Cont'd	TP Corrective action process	11/15/18	Policy		
	TP termination process	11/15/18	Policy		
	Alternative transportation options	11/15/18	Policy		
	Post-trip Review and Verification	11/1/18	Policy		
					
	Pre trip Review and Trip verification	11/1/18	Policy	Daily Pre-Trip Inspection Report -	
	Training events and training materials	11/1/18	Policy		
	Process Retroactive Eligibility Claims	12/1/18	Policy		
				 	
	Vehicle compliance policy	11/1/18	Policy	Vehicle Inspection & Guidelines RI 2011 Inspection Form.xls>	
	AVL capacity	4/1/19	Written attestation		EOHHS granted 90 day grace period from 1/1/19
	ADA compliance	12/1/18	Policy		
	Permits and licenses	12/1/18	As documented		
	TPs located in RI	Weekly updates	Weekly updates		
	Background checks	11/15/18	Policy		
	TP training curriculum: CPR, HIPAA, Cult Comp, Def Driver	11/15/18	Policy		
	TP identification	Weekly updates	Weekly updates		



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<b>BUSINESS OFFICE AND CALL CENTER LOCATION</b> <b>Lead:</b> <b>Jason/Mario</b>	Co-located in RI	11/15/18	Lease		Concern with call center reps working from home.
	Staff training curriculum	11/15/18	Policy		
	Fully staffed	12/1/18	Written attestation		Concern with management presence in RI
	Fully equipped	12/1/18	Written attestation		
	Personnel Policy and Procedures	11/15/18	Policy		
<b>TRANSPORTATION RECIPIENT SERVICES</b> <b>Lead:</b> <b>Jason/Mario</b>	Member materials	11/15/18	As documented		
	Toll free number(s)	12/15/18	Written attestation		
	24/7 operations	12/15/18	Policy		
	Call flow routing	12/15/18	Policy		
	Telephone Device for the Deaf (TDD)	12/15/18	Written attestation		
	Multilingual capacity	12/15/18	Written attestation		
	Automatic Call Distributor (ACD)	12/15/18	Written attestation		
	Call Tracking	12/15/18	Policy		
	Response standards for member service	12/1/18	Policy		
	Telephone system back up system	12/15/18	Written attestation		
	Determine the Mode of Transport	12/1/18	Policy		
	Call Extraction and Reporting	1/1/19	Policy		
<b>TRANSPORTATION PROVIDER SERVICE DELIVERY</b> <b>Lead: Jason/Mario</b>	Toll free line for provider relations	12/1/18	Written attestation		
	Response standards for Provider service	12/1/18	Policy		
	Claims Processing Function	12/1/18	Policy		
	Prior Authorization	12/1/18	Policy		
	Provider complaint policy	12/1/18	Policy		
	Provider Manual	11/15/18	Policy		
	Process Trip Assignments	12/1/18	Policy		

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<b>PAYMENTS</b> <b>Lead: Jason/Mario</b>	Receive capitation payments	2/1/19	Written attestation		
	Receive ETP and TANF payments	2/1/19	Written attestation		
	Claims Processing and MIS	12/15/18	Written attestation		
					
	Audit capacity	1/1/19	Written attestation	MTM Provider Audit - RI 2019.xlsx	
	Financial Data Reporting	2/1/19	Policy		
<b>GUARANTEES,  WARRANTIES, AND  CERTIFICATIONS</b> <b>Lead: Mario</b>	Broker Certification of Truthfulness	12/1/18	Certification		
	Broker Certification of Legality	12/1/18	Certification		
	Insurance endorsement	12/1/18	Certification		
	Performance Bond or Substitutes	8/16/18	Certification		
	Professional liability insurance	8/16/18	Certification		
	Workers' compensation	8/16/18	Certification		
	Comprehensive liability insurance	12/1/18	Certification		
	Property damage insurance	12/1/18	Certification		
	Errors and Omissions insurance	12/1/18	Certification		
	Automobile Liability	8/16/18	Certification		
<b>RECORDS RETENTION</b> <b>Lead: Jason/Mario</b>	Ability to maintain for 10 years	Ongoing	Written attestation		
	Service delivery	Ongoing	Written attestation		
	Financial statements	Ongoing	Written attestation		
	Maintain Confidential Information	12/1/18	Written attestation		

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<b>PERFORMANCE STANDARDS AND DAMAGES</b> <b>Lead: Jason/Mario</b>	Electronic report submission	12/1/18	Written attestation		
	837 submission	12/15/18	Written attestation		
	277CA reports	12/15/18	Written attestation		
	Encounter data and reporting	12/15/18	Written attestation		
					
	Quality Assurance policy	12/1/18	Policy	2018 Quality Assurance Program	
	Quality Assurance data and reporting	11/15/18	Policy		
	Quality Improvement & Operations Plan	11/15/18	Policy		
	Recipient Satisfaction Data and reporting	11/15/18	Policy		
	Fraud And Abuse reports	11/15/18	Policy		
	Recovery reporting	11/15/18	Policy		
	Utilization Review policy	11/15/18	Policy		
	Performance reports	12/1/18	Policy		
	Liquidated Damages	12/1/18	Policy		EOHHS granted 180 grace period from start of contract.
<b>COMPLIANCE</b> <b>Lead: Jason/Mario</b>					
	Disclosure of Ownership and Control Interest	12/1/18	Written attestation	RI Disclosure of Ownership pages.p	
<b>COMPLAINTS, GRIEVANCE AND APPEALS</b> <b>Lead: Jason/Mario</b>	Complaint Resolution policy	11/15/18	Policy		
	Grievance Process policy	11/15/18	Policy		
	Expedited Resolution of Appeals process	11/15/18	Policy		
	Grievance and Appeals data and reporting	1/1/19	Policy		
	Complaint data and reporting	1/1/19	Policy		



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ANNUAL COMPLIANCE AUDIT Lead: Jason/Mario	Audit compliance per contract	1/1/19	Policy		
INSPECTION OF WORK PERFORMED (EOHHS APPROVAL) Lead: Jason/Mario				 Rhode Island Postcard Text.docx	 Rhode Island Website Text.docx
	Marketing materials	11/1/18	As documented		
	Written materials	11/1/18	As documented		
	Recipient Communication	11/1/18	As documented		
	Partner/Stakeholder/Facility Communication/Engagement	11/1/18	Written plan		
	Multilingual capacity	11/1/18	Written attestation		