






## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
<b>LICENSURE, ACCREDITATION, CERTIFICATION</b> Lead: Mario	Office location identified	11/1/18	Lease/Agreement	 MTM - Trade Name Certificate - City of V		
	Licensed business in RI	11/1/18	License	 MTM RI Cert of Good Standing 10.2		
	Register as State vendor	11/1/18	Registration/Written attestation	 MTM RI Enrollment Status - ENROLLED 1		
<b>TRANSPORTATION PROGRAM ADMINISTRATION</b> Lead: Jason/Mario	Key management staff in RI	11/1/18	Written attestation	Staffing Plan submitted with contract 9/25/2018 - MTM	Submitted with contract – September 2018 – SB MTM	
	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		MTM has policies/procedures around Equal Employment Opportunities, Separation of Employment, Hiring New or Replacement Positions, Discipline Process, etc. but there is nothing specific regarding Unemployment. –Can you please clarify the intent here? SB – MTM	
	Encourage M/WBE	11/1/18	Policy and Procedural Manual		DOA oversight in play. 10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
						
	Policy and Procedural Manual	11/1/18	Policy and Procedural Manual	2018 Compliance Program Plan_Final.	10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	









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	Implementation Plan	10/15/18		 Rhode Island NEMT Implementation 201	Submitted in September 2018 – SB MTM	
	Websites, Mobile Applications & Other Innovations	12/1/18	Written attestation			
<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		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
<b>RECIPIENT ENROLLMENT AND DISENROLLMENT</b> Lead: NEED	Elderly Transportation Program	12/1/18	Written attestation			
	Eligibility Procedures	12/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Eligibility Verification	12/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Receive 834 eligibility file from EOHHS	12/1/18	Written attestation			
	Challenging member behavior policy and procedure	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	










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	Attendant (escort) policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
				 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			
LEVELS OF SERVICE AND MODES OF TRAVEL Lead: Mario						
	Curb-to-Curb Service	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Door to Door Service	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Services available 24/7, 365 days a year.	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Public Transit (bus)	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Ride-Share Program (Uber/Lyft)	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Public Motor Vehicle	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	




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	Multi-Passenger Van	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Wheelchair Van	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Ambulance (stretcher van, ALS/BLS)	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	Mileage Reimbursement	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
<b>COORDINATION OTHER HEALTH/ SOCIAL SERVICES AVAILABLE TO RECIPIENTS</b> Lead: Jason/Mario				Revised Outreach Plan & Revised Corresponding materials – MTM   Communication and Education Plan Implementation Spr   MTM Overview RI Facility Intro Presentation 0669, C Letter 3.10.7.1.docx   RI State Resource Town Hall Sign in Guide 3.10.7.1.docx Sheet 1041, 3.10.7.1.  VOC Presentation 3.5.docx	Provided in Outreach Plan - MCOs are not specifically mentioned in the Outreach Plan but MTM includes MCOs as part of our outreach plan when directed by the client. – MTM	
	Managed Care Organizations	11/1/18	Written attestation			
	Accountable Entities	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM		









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	RI Public Transit Authority	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM	Establish contact and open communication with public transit entities/ADA para-transit providers, escalate information to Network Management Community Outreach collaborates with Logistics to provide necessary information regarding fixed route and ADA information. - MTM	
	High utilizing providers (Adult Day, OTP, Dialysis etc.	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM	Identify contact information for dialysis and other medical facilities. Community Outreach is researching and establishing contact information for medical facilities during implementation. Proactive outreach via phone, web sessions, email and on-site will continue through the life of the contract. – MTM	
TRANSPORTATION PROVIDER NETWORK 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		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Contingency plans for unexpected peak transportation demands	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Recovery policy	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Incentive program policy and procedure if applicable	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Fraud Waste and Abuse policy	11/1/18	Policy	 FWAIntegrityPlan_FINAL4REVIEW.docx	10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	








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	Authorizing services	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Scheduling services	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Managing payments	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Making payments	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
				 TPSA - RI 2019.docx  Appendix A - BAA - RI 2019.docx		
				 Schedule A v2.2 2018.01.11 - Sect I o  Appendix B - Credentials - RI 2015		
				 Appendix C  Schedule B v1.0 Downstream MA Me08.2018 - RI 2019.do		
	TP contracts	11/1/18	Contracts			
	TP contracts executed	weekly	Weekly update			
	TP monitoring policy and procedures	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	TP Corrective action process	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	TP termination process	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Alternative transportation options	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Post-trip Review and Verification	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	





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	Pre trip Review and Trip verification	11/1/18	Policy	 Daily Pre-Trip Inspection Report -		
	Training events and training materials	11/1/18	Policy	 New Provider training and nesting  Transportation Provider Training Materials.zip	10/30/2018 Added Transportation Provider Training Materials and Nesting Plan – SB- MTM	
	Process Retroactive Eligibility Claims	12/1/18	Policy			
	Vehicle compliance policy	11/1/18	Policy	 Vehicle Inspection & Guidelines RI 201  RI Vehicle 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		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	TP training curriculum: CPR, HIPAA, Cult Comp, Def Driver	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	TP identification	Weekly updates	Weekly updates			
BUSINESS OFFICE AND CALL CENTER LOCATION Lead: Jason/Mario	Co-located in RI	11/15/18	Lease		Concern with call center reps working from home. 10/30/2018 – MTM CCR staff will be located onsite in Rhode Island office. 1 <sup>st</sup> Training Class slated for 11/12/2018	




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	Staff training curriculum	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	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		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
<b>TRANSPORTATION RECIPIENT SERVICES</b> Lead: Jason/Mario	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> Lead: Jason/Mario	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		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Process Trip Assignments	12/1/18	Policy			






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<b>PAYMENTS</b> Lead: Jason/Mario	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> Lead: Mario	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		Submitted with proposal (SB-MTM)	
	Professional liability insurance	8/16/18	Certification		Submitted with proposal (SB-MTM)	
	Workers' compensation	8/16/18	Certification		Submitted with proposal (SB-MTM)	
	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		Submitted with proposal (SB-MTM)	
<b>RECORDS RETENTION</b> Lead: Jason/Mario	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		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Quality Improvement & Operations Plan	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Recipient Satisfaction Data and reporting	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Fraud And Abuse reports	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Recovery reporting	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Utilization Review policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Performance reports	12/1/18	Policy			
	Liquidated Damages	12/1/18	Policy		EOHHS granted 180 grace period from start of contract.	


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COMPLIANCE Lead: Jason/Mario	Disclosure of Ownership and Control Interest	12/1/18	Written attestation	 RI Disclosure of Ownership pages.p		
COMPLAINTS, GRIEVANCE AND APPEALS Lead: Jason/Mario	Complaint Resolution policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Grievance Process policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Expedited Resolution of Appeals process	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	Grievance and Appeals data and reporting	1/1/19	Policy			
	Complaint data and reporting	1/1/19	Policy			
ANNUAL COMPLIANCE AUDIT Lead: Jason/Mario	Audit compliance per contract	1/1/19	Policy			
INSPECTION OF WORK PERFORMED (EOHHS APPROVAL) Lead: Jason/Mario	Marketing materials	11/1/18	As documented	 Rhode Island Postcard Text.docx  Rhode Island Website Text.docx		
	Written materials	11/1/18	As documented	 RI ACA Language Insert.docx	Added document – SB- MTM	
	Recipient Communication	11/1/18	As documented		10/30/2018 – Awaiting approval on Communication materials & Member file – SB- MTM	
	Partner/Stakeholder/Facility Communication/Engagement	11/1/18	Written plan	 Communication and Education Plan  Communication and Education Plan	Revised Outreach Plan & Revised Corresponding materials uploaded above – SB-MTM	





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	Multilingual capacity	11/1/18	Written attestation	 Language Attestation.docx	Language attestation attached- SB - MTM	