









## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
LICENSURE, ACCREDITATION, CERTIFICATION Lead: Mario	Office location identified	11/1/18	Lease/Agreement	 MTM - Trade Name Certificate - City of v	Added document 10/30/2018 – SB MTM 11/16/18 EOHHS requests copy of lease	
	Licensed business in RI	11/1/18	License	 MTM RI Cert of Good Standing 10.2	Added document 10/30/2018 – SB MTM	Yes
	Register as State vendor	11/1/18	Registration/Written attestation	 MTM RI Enrollment Status - ENROLLED 1	Added document 10/30/2018 – SB MTM	Yes
TRANSPORTATION PROGRAM ADMINISTRATION 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	Yes
	RI Works consideration	11/1/18	Policy and Procedural Manual	 RI Works Contacts and Recruiting Infor	Lissa to touch base with Kim Rauch Added document 11/7/2018 – SB MTM	
	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	



MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
	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	Yes
	Implementation Plan	10/15/18		 Rhode Island NEMT Implementation 201	Submitted in September 2018 – SB MTM	Yes
	Websites, Mobile Applications & Other Innovations	12/1/18	Written attestation		11.12.18: MTM will develop a stakeholder-facing informational website, <a href="http://www.mtm-inc.net/rhode-island">www.mtm-inc.net/rhode-island</a> , dedicated exclusively to Rhode Island’s NEMT, TANF, and ETP programs. The website will include the procedures required to request services, complaint and appeal procedures, riders’ rights and responsibilities, contact information, and other pertinent program details. Content will be approved by EOHHS prior to going live.	
TRANSPORTATION PROGRAM ELIGIBILITY AND PROGRAM ENROLLMENT Lead: NEED	Medicaid Eligible and Enrolled Recipients file receipt	12/1/18	Written attestation		11/7/18: MTM expects to receive 1 <sup>st</sup> production file on 12/9/2018 as indicated from DXC. – SB MTM	
	Temporary Assistance for Needy Families (TANF) file receipt	12/1/18	Written attestation		Potential DHS removal of program from brokerage 11/7/18: MTM expects to receive 1 <sup>st</sup> production file on 12/9/2018 as indicated from DXC. – SB MTM	
	Non-Medicaid Elderly Population file receipt	12/1/18	Written attestation		11/7/18: EOHHS to provide 1 <sup>st</sup> file of ETP members – unknown timing. SB MTM	







Commented [s2]: Marketing

Commented [s1]: Sent request to Justin, Keith, & Ashley – 11/8/2018





## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
	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	
RECIPIENT ENROLLMENT AND DISENROLLMENT Lead: NEED	Elderly Transportation Program	12/1/18	Written attestation		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	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		11/7/18: MTM expects to receive 1 <sup>st</sup> production file on 12/9/2018 as indicated from DXC. – SB MTM	
	Receive 834 eligibility file from EOHHS	12/1/18	Written attestation		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018	
	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	
	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	
	Stakeholder education/awareness plan	11/1/18	Plan	 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		










MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
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	
	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	
	Volunteer Drivers	11/21/18	Policy		11/16 EOHHS added P&P for volunteer drivers	






## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
COORDINATION OTHER HEALTH/ SOCIAL SERVICES AVAILABLE TO RECIPIENTSLead: Jason/Mario	Managed Care Organizations	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials – MTM   Communication and Education Plan Implementation Spr   MTM Overview Presentation 0669, CLetter 3.10.7.1.docx   RI State Resource Town Hall Sign in Guide 3.10.7.1.docxSheet 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	
	Accountable Entities	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM	Provided in Outreach Plan - Identify Key Stakeholders (Advocacy Groups/Legislators/NEMT Advisory Committee), Federally Recognized Tribes, Refugee Populations, Health Care Providers, Provider Associations, Community Base Organizations, Consumer Representatives Discuss with EOHHS any special needs groups – MTM	
	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	









MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
	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		11/16 EOHHS – Please provide weekly updated list of contracted TPs with detail on location and level of service Also needed is a weekly updated Geo Mapping of contracted TPs	
	TPs insured	11/15/18	Written attestation		11.12.2018 – MTM submittal of Transportation Provider Appendix B EOHHS Approval – 10.16.18	
	TPs licensed, certified, permitted	11/15/18	Written attestation		11.12.2018 – MTM submittal of Transportation Provider Appendix B EOHHS Approval – 10.16.18	
	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	
					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		Yes










## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
	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 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		11/16 EOHHS please send copy of contracts	
	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	




MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
	Pre trip Review and Trip verification	11/1/18	Policy	 Daily Pre-Trip Inspection Report -		Yes
	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 2011	11/18 EOHHS approved guidelines 11/18 Still pending approval: Inspection form	
	AVL capacity	4/1/19	Written attestation	 RI Vehicle Inspection Form.xls>	EOHHS granted 90 day grace period from 1/1/19	
	ADA compliance	12/1/18	Policy			
	Permits and licenses	12/1/18	As documented		11.12.2018 – MTM submittal of Transportation Provider Appendix B EOHHS Approval – 10.16.18	
	TPs located in RI	Weekly updates	Weekly updates		11/18 EOHHS – Please send 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			







## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
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 11/18 EOHHS requests copy of lease	
	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	Yes
	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	
TRANSPORTATION RECIPIENT SERVICES Lead: Jason/Mario	Member materials	11/15/18	As documented		11.12.18: all member facing materials supplied. Waiting EOHHS approval. List of documents can be found on weekly Operations agenda.	
	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	 Language Attestation.docx	Language attestation added – SB MTM	Yes
	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			



MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
TRANSPORTATION PROVIDER SERVICE DELIVERY Lead: Jason/Mario				 Transportation Provider Helpdesk C	11.12.18: In an effort to streamline Provider Relations, MTM instituted several channels of communication for Transportation Providers. Please see attached document as written attestation of the communication channels available to Transportation Providers.	
	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	Yes
PAYMENTS Lead: Jason/Mario	Process Trip Assignments	12/1/18	Policy			
	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			
				 MTM Provider Audit - RI 2019.xlsx		
	Audit capacity	1/1/19	Written attestation			
	Financial Data Reporting	2/1/19	Policy			
GUARANTEES, WARRANTIES, AND CERTIFICATIONS Lead: Mario						
	Broker Certification of Truthfulness	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM attested to this by signing the contract.	Yes
	Broker Certification of Legality	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM attested to this by signing the contract.	Yes







MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
	Insurance endorsement	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Performance Bond or Substitutes	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
	Professional liability insurance	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
	Workers' compensation	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
	Comprehensive liability insurance	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Property damage insurance	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Errors and Omissions insurance	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Automobile Liability	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
RECORDS RETENTION 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			
PERFORMANCE STANDARDS AND	Electronic report submission	12/1/18	Written attestation			
	837 submission	12/15/18	Written attestation			









MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
DAMAGESLead: Jason/Mario	277CA reports	12/15/18	Written attestation			
	Encounter data and reporting	12/15/18	Written attestation			
				 2018 Quality Assurance Program		Yes
	Quality Assurance policy	12/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	
	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.	
	Ombudsman to be located in RI by end of 2019 Q1	3/31/18	Written attestation		11/16 EOHHS added this requirement	
COMPLIANCE Lead: Jason/Mario	Disclosure of Ownership and Control Interest	12/1/18	Written attestation	 RI Disclosure of Ownership pages.p		Yes
COMPLAINTS, GRIEVANCE AND	Complaint Resolution policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM	





## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
APPEALS Lead: Jason/Mario	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	
	Multilingual capacity	11/1/18	Written attestation	 Language Attestation.docx	Language attestation attached- SB - MTM	Yes