










## MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
<b>LICENSURE, ACCREDITATION, CERTIFICATION</b> <b>Lead: Mario</b>	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> <b>Lead: Jason/Mario</b>	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.j		
	Implementation Plan	10/15/18				
	Websites, Mobile Applications & Other Innovations	12/1/18	Written attestation			
<b>TRANSPORTATION PROGRAM ELIGIBILITY AND PROGRAM ENROLLMENT</b> <b>Lead: NEED</b>	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			




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<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			
	Stakeholder education/awareness plan	11/1/18	Plan	<div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="text-align: center;">             Communication and Education Plan Implementation Spr         </div> <div style="text-align: center;">             Facility         </div> <div style="text-align: center;">             Town Hall Sign in Sheet.docx         </div> <div style="text-align: center;">             Facility Intro Letter-Standard.doc         </div> <div style="text-align: center;">             MTM Overview Presentation.pptx         </div> <div style="text-align: center;">             State Resource Guide-Standard.doc         </div> </div>		
<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			










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	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			
<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_F INAL4REVIEW.docx		
Authorizing services	11/1/18	Policy				







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	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.doc		
	TP contracts	11/1/18	Contracts			
	TP contracts executed	weekly	Weekly update			
	TP monitoring policy and procedures	11/1/18	Policy			
	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			
				 Daily Pre-Trip Inspection Report -		
	Pre trip Review and Trip verification	11/1/18	Policy			
	Training events and training materials	11/1/18	Policy			
	Process Retroactive Eligibility Claims	12/1/18	Policy			



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	Vehicle compliance policy	11/1/18	Policy	 Vehicle Inspection & Guidelines RI 2011  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			
	TP training curriculum: CPR, HIPAA, Cult Comp, Def Driver	11/15/18	Policy			
	TP identification	Weekly updates	Weekly updates			
<b>BUSINESS OFFICE AND CALL CENTER LOCATION</b> Lead: Jason/Mario	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> 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			




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	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			
	Process Trip Assignments	12/1/18	Policy			
<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			








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	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> 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			
<b>PERFORMANCE STANDARDS AND DAMAGES</b> Lead: Jason/Mario	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			



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	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> Lead: Jason/Mario	Disclosure of Ownership and Control Interest	12/1/18	Written attestation	 RI Disclosure of Ownership pages.pd		
<b>COMPLAINTS, GRIEVANCE AND APPEALS</b> Lead: Jason/Mario	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			
<b>ANNUAL COMPLIANCE AUDIT</b> Lead: Jason/Mario	Audit compliance per contract	1/1/19	Policy			
<b>INSPECTION OF WORK PERFORMED (EOHHS APPROVAL)</b> Lead: Jason/Mario	Marketing materials	11/1/18	As documented	 Rhode Island Postcard Text.docx		
	Written materials	11/1/18	As documented	 Rhode Island Website Text.docx		
	Recipient Communication	11/1/18	As documented			





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	Partner/Stakeholder/Facility Communication/Engagement	11/1/18	Written plan			
	Multilingual capacity	11/1/18	Written attestation			