

**Title: Rhode Island/MTM Implementation Meeting**

**Date**: Thursday, November 15, 2018

**Dial In:** 1-408-792-6300 **Code:** 809 400 491

**MTM Attendees**

Shane Oskins, Senior Manager, Contact Center

Melissa Workman, Manager Community Outreach & Training

Nic Simmons, Fleet Analyst, Logistics

Casey Mayo, Fleet Analyst, Logistics

Brian Arnold, Regional Director, Logistics – East

Tom Hoth, Regional Director, Logistics – Central

Zach Stern, Provider Management Representative

Ashley Wright, Marketing Manager

Justin Cannavan, Director, Business Technology Engagement

Kim Clark, Regional VP - East

Stacy Brune, Manager Business Implementation

Valerie Barr, Director, Business Implementation

Sherry Moore, Project Manager, Business Implementation

Dana Hofer, Trainer

Jessica Krueger, Supervisor, Training

**EOHHS Attendees**

Mario Olivieri

Marlanea Peabody

Lissa DiMauro

Jason Lyon

Diana

January Angeles

Kristen Sousa

**Agenda Topics:**

**Project Milestones**

* 1. Historical data: 10/10/2018
  2. Recurring Trip data: 10/19/2018
  3. Protocols Approved: 11/21/2018
  4. Readiness Review: 11/21/2018
  5. Phone go-live: 12/18/2018
  6. Transportation Start: 1/1/2019

1. RISKS - Kim
   1. Historical Data/Discrepancies in Trip Volume/Mode– EOHHS
   2. Recurring Trip Data
      1. Facility Introduction letter
   3. ETP member data file
   4. Toll Free Number Paperwork (ResPorg) - EOHHS
      1. LC Carrier
      2. LC Carrier Contact information
      3. LC Carrier bill with toll free number included
      4. LC temporary phone line created
2. Logistics Management – Zach Stern
   1. Transportation Provider Recruitment & Contracting
      1. Fleet build
      2. Contracts
      3. Credentialing
      4. RIPTA
3. Protocols – EOHHS
4. Staffing Update – Melissa
   1. Program Director – Hired, start date 11/19/2018.
   2. Support Staff

* TP Manager – Hired, start date 11/19/2018.
* Provider Management Rep - Hired, start date 11/19/2018.
* CC Manager - Hired, start date 11/19/2018.
* CC Supervisor - Hired, start date 11/19/2018.
* Recipient Advocate – EOHHS approval of request**.**

1. Communication Plan – Dana/Justin B
   1. External Stakeholder Communication
      1. Facility Outreach
      2. Transportation Provider Training w/o 11/5/2018
         1. Virtual town hall on 11/5/2018
         2. 4 live training town halls in December 12.3; 12.5; 12.7; 12.8
            1. Training materials used in these sessions – MTM
   2. Supporting Documentation for approval – included new versions on MTM SFTP site via EOHHS readiness checklist
      1. State Resource Guide
      2. Town Hall Sign in Sheet
      3. Communication and Education Plan – RI
      4. Facility Implementation Spreadsheet
      5. Facility Intro Letter
      6. MTM Overview Presentation
2. Deliverable Approval
   1. Deliverable Template (large file share)
      1. *Updated document saved as 11.12.2018*
      2. *Question on COI’s & Broker Certification of Truthfulness*
   2. Ambulance Transportation Provider Contracts
      1. Ambulance Provider Handbook - RI 2019
   3. Vehicle Inspection Plan & Supporting Documents
      1. MTM Provider Audit – RI 2019 **– MTM returned to EOHHS 11/14**
      2. RI Vehicle Inspection Form **– MTM returned to EOHHS 11/14**
   4. Recipient Education Materials
      1. *Rhode Island Postcard Text*
      2. *Rhode Island Website Text*
   5. Contact Center Materials
      1. *CC Urgent Request Guidelines*
      2. *Standard distance verification form*
      3. *Authorization for Transportation Request form*
   6. *Transportation Provider Manual -***– MTM returned to EOHHS 11/14**
   7. Transportation Provider Training Materials – included in MTM SFTP via Readiness Checklist
   8. Gas Mileage Reimbursement Materials
      1. *MTM Currency Welcome Letter*
      2. *RI ACA Language Insert*
      3. *Audit Recoupment Letter*
   9. Quality & Compliance Materials – 11/16/2018
      1. *Member Behavior – Warning Letter*
      2. *Member Behavior – Action Taken Letter*
      3. *Member Behavior – Education Letter*
      4. *State Denial Letter – Rhode Island*
      5. *Complaint Resolution Letter – Rhode Island*
      6. *No show letter for level 2 members*
      7. *No show letter for level 3 members*
   10. Reports
       1. *Monthly Client Summary Report (3.10.10.1.3)*
       2. *Trip detail report (Sample PLAN\_L\_DETAIL\_MONTH\_YEAR) (3.10.10.1.3)*
       3. *Contact Center Report (3.10.10.1.2)*
          1. *Call Stats by Queue*
          2. *Call Stats by Plan*
          3. *EOHHS to determine if they need to have call stats broken out by plan (Medicaid, TANF, ETP) – DUE 11/9/2018*
       4. *Claims Timeliness Report (Sample Plan Timeliness ) (3.10.6.2)*
       5. *TP Monthly Report Card (3.10.10.1.1)*
       6. *Monthly Complaint Report (3.10.10.1.4)*
       7. *Sample FWA Report (3.7 Fraud, Waste and Abuse Reporting)*
       8. *Accident Incident Client Report (3.10.1.7 Report Accidents, Injuries, and Incidents)*
       9. *Sample Pre/Post Dashboard (3.10.3.2.1 Pre-trip Review and Verification)*
       10. *Rhode Island Dashboard (3.10.10.1.3 Transportation Data Report)*

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| **Action Item Log** | | | | |
| **Task Number / Item** | | **Owner** | **Status** | **Due Date** |
| 1 | Encounter data | EOHHS | Request to DXC & EOHHS | 11/21/2018 |
| 2 | Standing Orders with Member names & addresses | EOHHS | With EOHHS legal | 11/6/2018 |
| 3 | Protocol Feedback | EOHHS | Complete | 11/9/2018 |
| 4 | Operational Day Treatment/Adult Day Care Requests | MTM | Complete | 11/9/2018 |
| 5 | Quality & Compliance Material Review/Approval | EOHHS | In Progress | 11/16/2018 |
| 6 | Member No Show Process | MTM | Complete – with notes | 11/8/2018 |
| 7 | Credentialing Questions | MTM | Complete – with notes | 11/8/2018 |
| 8 | MTM Report Samples Feedback/Approval | EOHHS | In Progress | 11/16/2018 |
| 9 | TP Logistics Meeting with Zach | EOHHS | Complete | 11/9/2018 |
| 10 | Deliverables Review/Approval | EOHHS | In Progress | 11/9/2018 |
| 11 | Bus Reimbursement Process | MTM/EOHHS | In Progress | 11/16/2018 |
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