

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

**Date**: Tuesday, November 27, 2018

**Dial In:** 1-408-792-6300 **Code:** 288 843 927

**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

Michele Lucas, Chief Marketing Officer

Edin Bunic, Director Pricing

**EOHHS Attendees**

Mario Olivieri

Marlanea Peabody

Jason Lyon

Diana

January Angeles

Kristen Sousa

Maria

Steve

**Agenda Topics:**

**Project Milestones**

* 1. Phone go-live: 12/18/2018
  2. Transportation Start: 1/1/2019

1. RISKS - Kim
   1. Recurring Trip Data
   2. ETP member data file
2. Logistics Management – Zach Stern
   1. Fleet Recruitment/# Contracts Executed
      1. Ambulatory
      2. Wheelchair
      3. Stretcher/Ambulance
   2. TP listing and corresponding number of vehicles
   3. TP contract signature pages
   4. Geo Access Map for entire Network
   5. Ambulance/stretcher/wheelchair transport to dialysis
3. Communication Plan – Dana/Justin B
   1. External Stakeholder Communication
      1. Facility Outreach
         1. Recurring Trips
         2. Listing of Medical Providers/Agencies
      2. Transportation Provider Training
         1. 4 live training town halls in December 12.3; 12.5; 12.7; 12.8
   2. Consumer Advisory Committee
4. Continuity of Care
5. Member Materials Translations
   1. Spanish/European Portuguese
6. Confirmation of phone lines

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| **Action Item Log** | | | | |
| **Task Number / Item** | | **Owner** | **Status** | **Due Date** |
| 1 | Encounter data | EOHHS | Complete | 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 | 11/16/2018 |
| 11 | Bus Reimbursement Process | MTM/EOHHS | Complete | 11/16/2018 |
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