

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

**Date**: Thursday, November 8, 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

Jessica Krueger

Justin Berger

**EOHHS Attendees**

Mario Olivieri

Marlanea Peabody

Lissa DiMauro

Jason Lyon

**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. Historical Data
2. Protocols - Shane

* *Proposed GMR rate: $.32/mile*
* Day Treatment Programs -

1. Quality & Compliance – Courtney
   1. Complaints
   2. Denials
   3. Member No Show Process
2. Reports – Daniel
   1. Monthly Client Summary Report (3.10.10.1.3)
      1. Trip detail report (Sample PLAN\_L\_DETAIL\_MONTH\_YEAR) (3.10.10.1.3)
   2. Contact Center Report (3.10.10.1.2)
      1. Call Stats by Queue
      2. Call Stats by Plan
   3. Claims Timeliness Report (Sample Plan Timeliness ) (3.10.6.2)
   4. TP Monthly Report Card (3.10.10.1.1)
   5. Monthly Complaint Report (3.10.10.1.4)
   6. Sample FWA Report
   7. Accident Incident Client Report
   8. Sample Pre/Post Dashboard
   9. Rhode Island Dashboard
3. Logistics Management – Zach Stern
   1. Transportation Provider Recruitment & Contracting
      1. Fleet build
      2. RIPTA
4. Communication Plan – Melissa/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
5. Staffing Update
   1. General Manager
   2. Support Staff

* TP Manager – starts training 11/19/18
* Provider Management Rep - starts training 11/19/18

1. Toll Free Number Paperwork (ResPorg)
   1. LC Carrier
   2. LC Carrier Contact information
   3. LC Carrier bill with toll free number included
   4. LC temporary phone line created
2. Deliverable Approval
   1. Deliverable Template (large file share)
      1. *Updated document saved as 10.30.18*
      2. Updated communication plan materials
   2. Ambulance Transportation Provider Contracts
      1. **Ambulance Provider Handbook - RI 2019 – Revisions requested by EOHHS**
   3. Vehicle Inspection Plan & Supporting Documents
      1. **MTM Provider Audit – RI 2019 – Revisions requested by EOHHS – revisions submitted by MTM**
      2. **RI Vehicle Inspection Form – Revisions requested by EOHHS– revisions submitted by MTM**
   4. Recipient Education Materials
      1. Rhode Island Postcard Text
      2. Rhode Island Website Text
   5. Contact Center Materials
      1. **CC Urgent Request Guidelines – Revisions requested by EOHHS**
      2. **Standard distance verification form - Revisions requested by EOHHS**
      3. **Authorization for Transportation Request form - Revisions requested by EOHHS**
   6. **Transportation Provider Manual - Revisions requested by EOHHS – revisions submitted by MTM**
   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. GMR Trip Log 2017 -Generic
      4. Generic RFI Letter
      5. Audit Recoupment Letter
   9. Quality & Compliance Materials
      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

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| **Action Item Log** | | | | |
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