

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

**Date**: Thursday, December 13, 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

Courtney Vanover, Manager Quality & Compliance

Dion Stubbs, Program Director

**EOHHS Attendees**

Mario Olivieri

Marlanea Peabody

Jason Lyon

January Angeles

Kristen Sousa

Maria Narishkin

**Agenda Topics:**

1. Member Communication
   1. Internal EOHHS stakeholders - EOHHS
   2. Frequent Utilizers – EOHHS – Kristen finalizing this afternoon
   3. Member Mailing – MTM/EOHHS

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1. Elderly Transportation Deep Dive – covered during 12/12 ad-hoc meeting
2. Recurring Trips Tracker – Dana–
3. Communication Plan – Dana/Justin B
   1. External Stakeholder Communication
      1. Facility Outreach
         1. Listing of Medical Providers/Agencies
            1. Adult Day Care facilities
            2. Dialysis facilities
   2. Consumer Advisory Committee
4. Holiday Schedules
5. Logistics Management – Zach Stern
   1. RIPTA
   2. RI NEMT Association
   3. Fleet Recruitment/# Contracts Executed
      1. Ambulatory
      2. Wheelchair
      3. Stretcher/Ambulance
   4. TP listing and corresponding number of vehicles
   5. TP contract signature pages –
   6. Geo Access Map for entire Network
6. Deliverables
   1. Reports – feedback received
   2. Operations Manual
   3. Survey frequency
7. Daily dashboard
8. EOHHS Contact Center Support
9. Calling January trips received from LC – We are going to ask members to call back to reschedule January trips
10. Community Outreach to facilities – reminder to send in Standing Orders
11. Outbound call script

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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 | Complete | 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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