

An MTM Success Story

MTM helps Orange County, NY *Exceed* their stated goals



Challenge:

Federal and State Medicaid requirements mandate providing transportation to medical appointments for Medicaid consumers when there is no other transportation available. This transportation benefit is known as Non-emergency Medical Transportation or NEMT. Orange County, New York Division of Social Services' (DSS) NEMT program from 2001 to 2004, experienced costs increases, on average, of over \$400,000 each year. Along with rising costs, the program suffered poor service issues and insufficient technological support. Orange County DSS sought solutions to reduce costs and improve the quality of service. Orange County DSS developed specific goals to address the program's shortcomings.

The program goals included:

- reduce average trip costs
- produce efficiencies for callers scheduling trips (caller wait times)
- provide after hours access to transportation
- updated phone and information system
- contain annual costs
- reduce out-of-county trips, which are more costly
- develop a stronger infrastructure for future services and cost containment capabilities
- reduce fraud, enhance safety
- increase utilization of public transportation
- personal mileage reimbursement

Solution:

Medical Transportation Management, Inc (MTM) developed industry-leading processes to help its clients meet cost and program efficiency goals. MTM's level-of-need screening process requires a medical authority to verify if the member is physically and cognitively capable of safely using the lower modes of transportation. In addition, MTM uses a state-of-the-art phone system and its proprietary GIS-based NET Management System.

MTM is the only transportation broker with proprietary software designed to automate virtually every function of the NET program. This level of automation helps ensure it clients the lowest-cost program available. The NET Management System supports the life cycle of a contract and each the trip. This system supports eligibility downloads records call intake, serves as a NET provider information bank, aides in trip reconciliation and generates and stores encounter data enabling MTM to consistently apply eligibility processes and policies.

Results:

MTM began service in Orange County, New York in 2005 and successfully lowered costs by over \$200,000 the first year. This is especially significant considering that during this time, ridership increased by 11% and gas prices increased 24%.

Through MTM's level-of-need process, MTM was able to achieve this first-year savings by shifting roughly 2,500 trips to public transportation, increasing personal mileage reimbursement by 3,500 trips and decreasing ambulance trips by 10%.

"We are pleased to report that we have exceeded our targeted performance measures in the area of cost savings, transportation improvements and service delivery. Last quarter, we averaged 93% satisfied in our consumer satisfaction surveys while maintaining a consistent average cost per trip. We achieved an enhanced transportation service delivery system while holding the line in terms of costs. Our relationship with MTM is the cornerstone of these achievements and we look forward continuing this success in the future. We have always been impressed with MTM's ability to effectively manage the costs of the program without sacrificing consumer service delivery."

David Jolly, Commissioner Orange County
Department of Social Services

