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2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

June 23, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Lafayette County Transportation Disadvantaged Coordinating Board will meet **Monday**, June 30, 2014 at 1:00 p.m. in the meeting room of Suwannee River Economic Council located on State Road 27 in Mayo, Florida. This is an important meeting of the Board. At this meeting, the Board will review Suwannee River Economic Council's proposed Fiscal Year 2014/15 service rates. All Board members are encouraged to attend this meeting.

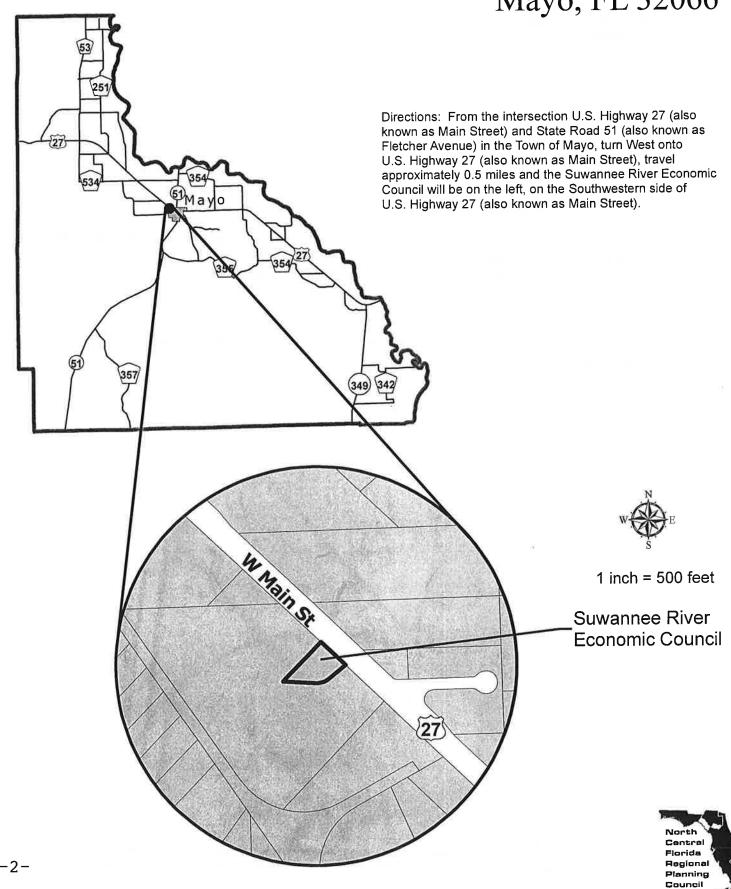
Attached is a meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachments

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Dedicated to improving the quality of life of the Region's citizens, by coordinating growth management, protecting regional resources, promoting economic development and providing technical services to local governments.

# Suwannee River Economic Council 114 SW Community Circle Mayo, FL 32066





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# LAFAYETTE COUNTY

# TRANSPORTATION DISADVANTAGED COORDINATING BOARD

# MEETING ANNOUNCEMENT AND AGENDA

Meeting Room Suwannee River Economic Council Mayo, Florida

Monday June 30, 2014 1:00 p.m.

Page 7

Page 31

#### **BUSINESS MEETING - CALL TO ORDER** I.

- Invocation Α.
- **Pledge of Allegiance B**.
- С. Introductions
- Approval of the Meeting Agenda D.
- Ε. Approval of the March 24, 2014 Minutes

#### **NEW BUSINESS** П.

Page 11 Lafayette County Transportation Disadvantaged Α. Service Plan Amendment

The Board needs to review and approve Suwannee River Economic Council's Fiscal Year 2014/15 service rates

#### Medicaid Non-Emergency Medical Transportation Page 23 **B**.

Enclosed is information concerning Medicaid Non-Emergency Medical Transportation Program

С. **Operations Reports** 

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# **III. OTHER BUSINESS**

- A. Comments
  - 1. Members
  - 2. Citizens

# IV. FUTURE MEETING DATES

- A. September 22, 2014 at 1:00 p.m.
- B. November 17, 2014 at 1:00 p.m.

\* Please note that this is a tentative meeting schedule, all dates and times are subject to change.

If you have any questions concerning the enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

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# LAFAYETTE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING			
Commissioner Donnie Hamlin	Not Applicable			
Local Elected Official/Chair				
Sandra Collins	Janell Damato			
Florida Department of Transportation	Florida Department of Transportation			
Kay Tice	Vacant			
Florida Department of Children and Families	Florida Department of Children and Families			
Vacant	Vacant			
Florida Department of Education	Florida Department of Education			
Vacant	Vacant			
Florida Department of Elder Affairs	Florida Department of Elder Affairs			
Alana McKay	Andrew Singer			
Florida Agency for Health Care Administration	Florida Agency for Health Care Administration			
Sheryl Rehberg	Vacant			
Regional Workforce Board	Regional Workforce Board			
Ricky Lyons	Vacant			
Florida Association for Community Action	Florida Association for Community Action			
Term ending June 30, 2014	Term ending June 30, 2014			
Ritchie Page	Vacant			
Public Education	Public Education			
Carlton Black	Vacant			
Veterans	Veterans			
Term ending June 30, 2014	Term ending June 30, 2014			
Cindy Morgan, Vice-Chair	Vacant			
Citizen Advocate	Citizen Advocate			
	Term ending June 30, 2015			
Term ending June 30, 2015 Vacant	Vacant			
Vacant Citizen Advocate - User	Citizen Advocate - User			
	Term ending June 30, 2015			
Term ending June 30, 2015	Vacant			
Persons with Disabilities	Persons with Disabilities			
	Term ending June 30, 2015			
Term ending June 30, 2015	Vacant			
Martha Humphries	Elderly			
Elderly	Term ending June 30, 2014			
Term ending June 30, 2014	Vacant			
Ginger Calhoun	Medical Community			
Medical Community	Term ending June 30, 2016			
Term ending June 30, 2016	Vacant			
Vacant Children at Bisk	Children at Risk			
Children at Risk	Term ending June 30, 2016			
Term ending June 30, 2016	Vacant			
Vacant Driveta Transit	Private Transit			
Private Transit	Term ending June 30, 2016			
Term ending June 30, 2016	Term ending June 50, 2010			

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.

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# LAFAYETTE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

# **MEETING MINUTES**

Meeting Room Suwannee River Economic Council Mayo, Florida Monday March 24, 2014 1:00 p.m.

# VOTING MEMBERS PRESENT

Commissioner Donnie Hamlin, Chairman Carlton Black, Veterans Representative Martha Humphries, Elderly Representative Anthony Jennings representing Sheryl Rehberg, Workforce Development Board Representative Ricky Lyons, Florida Association for Community Action Representative Richie Page, Public Education Representative Kay Tice, Florida Department of Children and Families Representative

# VOTING MEMBERS ABSENT

Ginger Calhoun, Medical Community Representative Sandra Collins, Florida Department of Transportation Representative Alana McKay, Florida Agency for Health Care Administration Medicaid Representative Cindy Morgan, Citizen Advocate

# **OTHERS PRESENT**

Chuck Hewett, Suwannee River Economic Council Matthew Pearson, Suwannee River Economic Council

# STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

# I. PUBLIC HEARING CALL TO ORDER

Chairman Hamlin called the public hearing to order at 1:00 p.m.

# A. Pledge of Allegiance

Chairman Hamlin led the Board in reciting the Pledge of Allegiance.

# B. Invocation

Mr. Ricky Lyons gave the invocation.

# Lafayette County TD Board Meeting Minutes March 24, 2014

# C. Introductions

Chairman Hamlin asked everyone to introduce themselves.

## D. Receive Public Testimony

There was no public testimony received.

# E. Close Public Hearing

Chairman Hamlin closed the public hearing at 1:01 p.m.

# **II. BUSINESS MEETING CALL TO ORDER**

Chairman Hamlin called the meeting to order at 1:02 p.m.

# A. Introductions

Chairman Hamlin asked everyone to introduce themselves.

# B. Approval of the Meeting Agenda

- ACTION: Martha Humphries moved to approve the meeting agenda. Carlton Black seconded; motion passed unanimously.
- C. Approval of the November 18, 2013 Meeting Minutes
  - ACTION: Ricky Lyons moved to approve the November 18, 2013 meeting minutes. Martha Humphries seconded; motion passed unanimously.

### **III. NEW BUSINESS**

### A. Lafayette County Transportation Disadvantaged Service Plan

Ms. Godfrey stated that Chapter 427, Florida Statutes requires Suwannee River Economic Council to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. She said this plan provides information needed by the Board to continually review and assess transportation disadvantaged needs for the service area. She said the Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

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The Board reviewed the Lafayette County Transportation Disadvantaged Service Plan.

Mr. Matthew Pearson, Suwannee River Economic Council Executive Director, explained that, with the Medicaid Program changes occurring on May 1, 2014, the rates charged for other transportation services will change. He said Suwannee River Economic Council will provide the Board with the proposed rates for Fiscal Year 2014/15 at the next meeting.

# ACTION: Kay Tice moved to approve the Lafayette County Transportation Disadvantaged Service Plan. Carlton Black seconded; motion passed unanimously.

# B. Florida's Managed Medical Assistance Program

Mr. Pearson stated that, beginning May 1, 2014, the majority of Medicaid non-emergency transportation services will be provided through four Health Maintenance Organizations in Medicaid Region 3. He explained that the Health Maintenance Organizations have contracted with three Transportation Management Organizations to broker Medicaid transportation services.

Mr. Pearson explained that this change may eliminate the cost savings of coordinating transportation services. He said by the next Board meeting, he will know more how this change will affect the provision and cost of providing transportation services in Lafayette County.

Mr. Pearson stated that the Suwannee River Economic Council Board of Directors will sign agreements with the Transportation Management Organizations to provide Medicaid transportation services. However, he said the Board of Directors will cancel those agreements if providing Medicaid transportation services is a financial burden to the agency.

# C. Operations Reports

The Board reviewed the operations reports.

# **IV. OTHER BUSINESS**

- A. Comments
  - 1. Members

There were no member comments.

Lafayette County TD Board Meeting Minutes March 24, 2014

# 2. Citizens

There were no citizen comments.

# V. FUTURE MEETING DATES

Chairman Hamlin stated that the next Board meeting will be held Monday, June 23, 2014 at 1:00 p.m.

# **ADJOURNMENT**

The meeting adjourned at 1:30 p.m.

Chair

Date

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# II.A



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2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

June 23, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Lafayette County Transportation Disadvantaged Service Plan Amendment

# STAFF RECOMMENDATION

Approve Suwannee River Economic Council's Fiscal Year 2014/15 service rates as an amendment to the Lafayette County Transportation Disadvantaged Service Plan amendment.

# BACKGROUND

The Lafayette County Transportation Disadvantaged Service Plan includes the rates charged for Transportation Disadvantaged and Medicaid Non-Emergency Medical Transportation Program sponsored services. Enclosed are Suwannee River Economic Council's proposed Fiscal Year 2014/15 service rates.

If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

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# Appendix B: Cost/Revenue Allocation and Rate Structure Justification

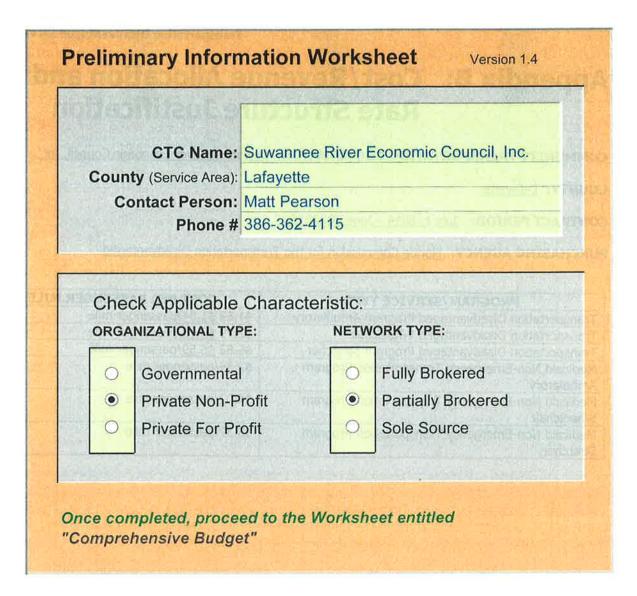
COMMUNITY TRANSPORTATION COORDINATOR: Suwannee River Economic Council, Inc.

COUNTY: Lafayette

**CONTRACT PERIOD:** July 1, 2014 - June 30, 2015

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER PASSENGER MILE
Transportation Disadvantaged Program Ambulatory	\$1.63 \$1.84/passenger mile
Transportation Disadvantaged Wheelchair	\$2.79 \$3.16/passenger mile
Transportation Disadvantaged Program Stretcher	\$5.82 \$6.59/passenger mile
Medicaid Non-Emergency Transportation Program Ambulatory	\$2.34/passenger mile
Medicaid Non-Emergency Transportation Program Wheelchair	\$4.02/passenger mile
Medicaid Non-Emergency Transportation Program Stretcher	\$8.37/passenger mile



			Version 1.4			Suwannee River Economic Council, Inc. Lafayette
1	Prior Year's ACTUALS from July 1st of 2012 to June 30th of 2013 2	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014 3	Upcoming Years PROPOSED Budget from July 1st of 2014 lo June 30th of 2015 4	% Change from Prior Year to Current Year: 5	Proposed % Change from Current Year to Upcoming Year 6	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50.000 7
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### Budgeted Rate Base Worksheet

Version 1,4 CTC: Suwannee River Economic Council, Inc.

County: Lafayette

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3

	Upcoming Year's				
	BUDGETED				
	Revenues	What amount of the Budgeted Revenue.	What amount of the		
	from	in col. 2 will be	Subsidy Revenue in	1	
	July 1st of	generated at the	col 4 will come	1	
	2014	rate per unit determined by this	from funds to purchase	1	
		spreadebaal OP Budgeled R	ale equipment OR will		
	to June 30th of	used as local match Subsidy Reve	be used as match		
	0.9352452	for these type EXcluded fr	om for the purchase of		
	2015	revenues? The Rate Ba	se equipment? 5	1	
	· · · · ·			1	
EVENUES (CTC/Operators ONLY) ocel Non-Govt Farebox	5	1	-		YELLOW cells
Medicaid Co-Pay Received	5 .	5	•		are <u>NEVER</u> Generated by Applying Authorized Rates
Donations/ Contributions	3	5			
In-Kind, Contributed Services	\$ 15.282	\$ \$ 15,782 \$			
Other	\$ 15,782	<u>3 15,787</u> <u>5</u> 5			
Bus Pass Program Revenue					
cal Government					
District School Board	5 .	\$ . \$			BLUE cells
Compl. ADA Services	5 .	5 • 5	-		Should be funds generated by rates in this spreadsheet
County Cash	5 .	1		1	
County In-Kind, Contributed Services	5 .	5 . 5	1		
Dity Cash City In-kind, Contribuled Services	<u>s</u>	5 5			
Other Cash	\$	5			
Other In-Kind, Contributed Services	\$ .	\$ . 5			
Bus Pass Program Revenue	\$ .	\$ \$			
D				local match req	GREEN cells
	\$ 142,038	\$ 142,038 \$		\$ 15,782	MAY BE Revenue Generated by Applying
Non-Spons. Trip Program Non-Spons. Capital Equipment	\$ 142,038	5 142,030 S	÷; ;	\$ 15,702	Authorized Rate per Mile/Trip Charges
Rural Capital Equipment	1 .	1 11		š -	
Other TD	5 -	5	· [ ]		
Bus Pass Program Revenue	5 -	5 . 5			Fill in that portion of budgeted revenue in Column 2 that will
SDOT & FDOT					GENERATED through the application of authorized per mile,
	5 .	3 . 1			per trip, or combination per trip plus per mile rates. Also,
49 USC 5307 49 USC 5310	5 .	1 1		5 -	include the amount of funds that are Earmarked as local mate
49 USC 5311 (Operating)	\$ 52,000		000	1.2. 0.20	for Transportation Services and <u>NOT</u> Capital Equipment
19 USC 5311(Capital)	\$ 00.000	\$ . \$		5	purchases.
Block Grant	\$	\$ . \$			If the Persheu Devenues are used as a second of I and Match
Service Development	1 .	5 . 5	•		If the Farebox Revenues are used as a source of Local Match
Commuter Assistance	3 .	5 - 5	<u> </u>		Dollars, then identify the appropriate amount of Farebox
Other DOT	5 .	L			Revenue that represents the portion of Local Match required
Bus Pass Program Revenue	4	3 - 5	<u>×</u>		any state or federal grants. This does not mean that Farebox the only source for Local Match.
ICA					the only bource for Local match.
Medicaid	\$ 8,820	\$ 8,820 \$	-		Please review all Grant Applications and Agreements
Other AHCA	\$ 23,748	\$ 23,748 \$	-		containing State and/or Federal funds for the proper Match
Sus Pass Program Revenue	\$ -	\$ - \$	-		Requirement levels and allowed sources.
CF				1 L	INAMINALITATIC TARE THE SHOWED SOULCES.
Alcoh, Drug & Mental Health	5 .	3 . 5	140		
Family Safety & Preservation	5	5 . 5		1 8	
Comm. Care Dis /Aging & Adult Serv.	\$ .	\$ . 5	160 <u> </u>	1. 11	
Other DCF	5 .	5	•		GOLD cells
Bus Pasa Program Revenue	\$ .	3 - 1	2.00	1 1	
н					Fill in that portion of Budgeted Rate Subsidy Revenue in
Duildren Medical Services	5 -	5 - 5			Column 4 that will come from Funds Earmarked by the Fundi
County Public Health	5 -	3	÷		Source for Purchasing Capital Equipment. Also include the
Mher DOH	5 -	5			portion of Local Funds earmarked as Match related to the
Bus Pass Program Revenue	5	\$ . \$			Purchase of Capital Equipment if a match amount is required
E (state)					by the Funding Source.
Carl Perkins	5	5 . 5			
an Perions liv of Blind Services	5 .	1 1	100	19	
ocational Rehabilitation	5 .	3 3			
lay Care Programs	\$	5 5	1.	1	
Other DOE	5 -	i s	NON	1	
lus Pass Program Revenue	s -	5 - 5	141	1	
VAGES/Workforce Board	<u>s -</u>	3	-		
	\$	5 . 5		1	
Bus Pass Program Revenue					
DEA				1	
Dider Americans Act	\$ 2,000	\$ 2,000 \$			
Community Care for Elderly	5 .	3 . 5			
Diher DOEA	5 .	5			
Bus Pass Program Revenue	5	1 . 5			
CA					
Community Services	5	\$	•		

#### Budgeted Rate Base Worksheet

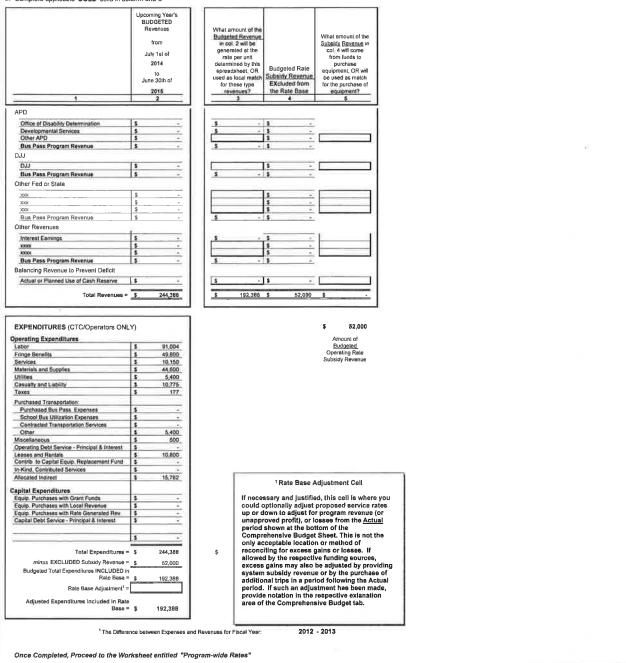
CTC: Suwannee River Economic Council, Inc.

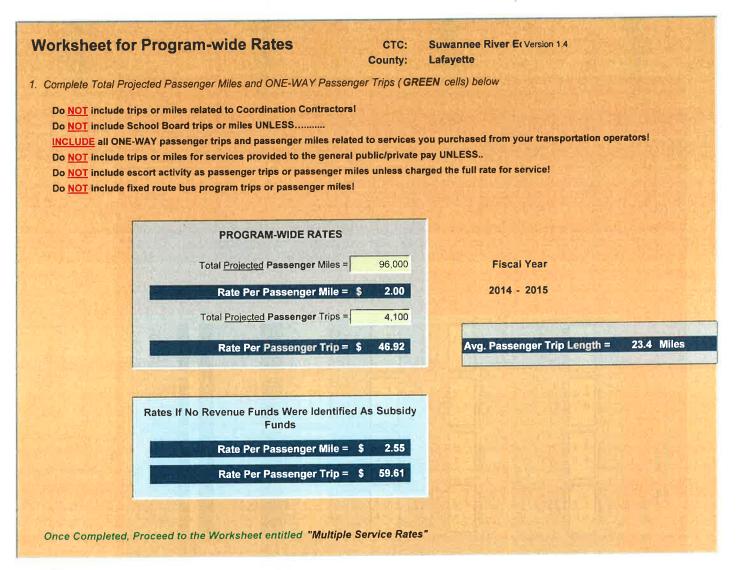
County: Lafayette

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3

Version 1.4

2. Complete applicable GOLD cells in column and 5





#### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service,

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead Operator training, and Vehicle maintenance testing, as well as School bus and charter services.

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

#### Worksheet for Multiple Service Rates

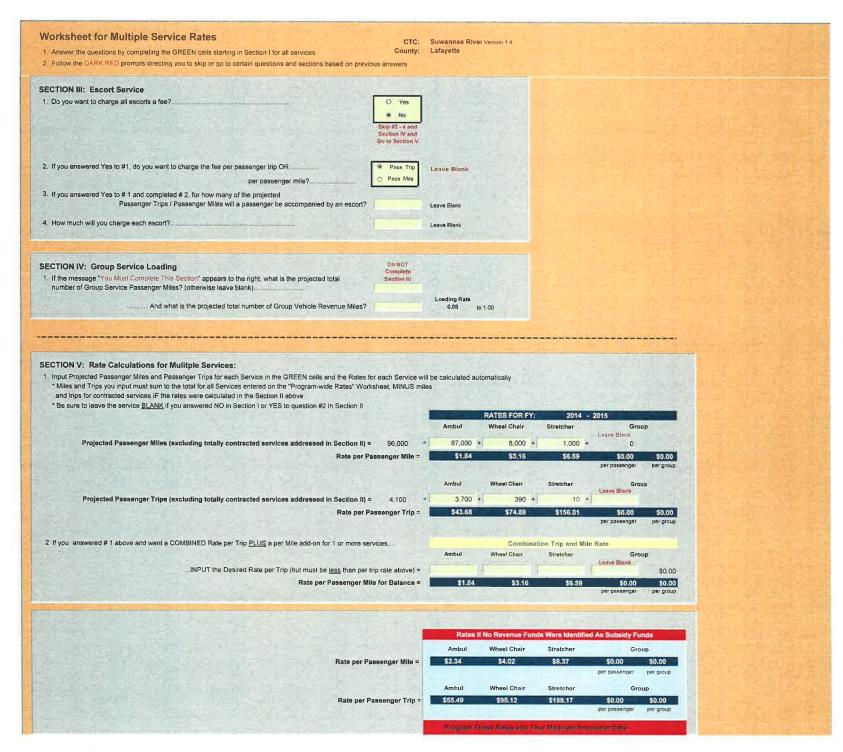
CTC: Suwannee River Version 1.4 County: Lafayette

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

1. Answer the questions by completing the GREEN cells starting in Section I for all services

SECTION I: Services Provided Ambutato Wheelchai Stretche Group ۲ Yes Yes Yes O Yes 1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the O No O No O No No upcoming budget year?. Go to Section I Go to Section I Ge to Section I STOPI Do NOT Complete Sections II - V for Ambolatory. for Wheelchair for Stretcher Service Service Service for Group Service **SECTION II: Contracted Services** Ambulatory Wheelchair Stretche Group O Yes O Yes Yes O Yes 1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?... (#) No. O No No No 5 tup # 2, 3 & 4 Skip # 2, 3 & 4 Answer # 2 to Do Not and Go to and Go to Stretcher Complete Section III for Section III for Service Section II for Wheelchair Group Service Service Service 2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed O Yes O Yes O Yes O Yes contract amount by the projected Passenger Miles / passenger trips? . No · No No No No Do NOT Complete Section II for Leavy Blank Leave Blank Leave Blank Group Service 3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service? Effective Rate for Contracted Services: Ambulatory Wheelchair Stretcher Group per Passenger Mile per Passenger Trip Go to Section III Go to Section It! Go to Section III DONOT for Wheelchair far Stietcher for Ambulatory Complete Service Service Service Bection II for Group Service **Combination Trip and Mile Rate** 4. If you answered #3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services. INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above Rate per Passenger Mile for Balance \* Leave Black Leave Blank Do NOT Laous Risek and Go to and Go to and Go to Complete Section III for Ambutatory Section III for Stratcher Section III for Section II for Wooelchair Group Service Service Service Service

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# II.B



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2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

June 23, 2014

- TO: Lafayette County Transportation Disadvantaged Coordinating Board
- FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Medicaid Non-Emergency Medical Transportation Program

# RECOMMENDATION

# For information only. No action is required.

# BACKGROUND

Attached information concerning the Medicaid Non-Emergency Medical Transportation Program.

Please do not hesitate to contact me if you have any questions.

Attachment

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# Transportation Service Requirements in the Managed Medical Assistance Program

# **Overview**

The Statewide Medicaid Managed Care (SMMC) program consists of two components: the Managed Medical Assistance (MMA) program and the Long-term Care (LTC) program. The MMA program provides medical services to infants, children and adults on Medicaid, while the LTC program provides nursing facility and home and community-based services to adults who meet nursing home level of care.

MMA plans<sup>1</sup> are required to provide transportation services, including emergency transportation, to their enrollees who have no other means of transportation available to any covered service. This document provides an overview of the transportation requirements for the MMA program and the expectations established by contract for MMA plans and transportation providers.

# **Contract Language**

# Attachment II, Section V. D.3.f., Managing Mixed Services

Managed Care Plans shall provide non-emergency transportation (NET) services to enrollees with both MMA benefits and LTC benefits as follows:

- (1) MMA Managed Care Plans shall provide NET to all MMA benefits.
- (2) LTC Managed Care Plans shall provide NET to all LTC benefits.
- (3) Comprehensive LTC Managed Care Plans shall provide NET to enrollees with both MMA and LTC benefits, and provide NET to [sic] all MMA benefits for enrollees with only MMA benefits.

# Attachment II, Exhibit II-A, Section V.A.28., Transportation Services

The Managed Care Plan shall provide transportation services, including emergency transportation, for its enrollees who have no other means of transportation available to any covered service, including enhanced benefits.

The Managed Care Plan shall comply with provisions of the Medicaid Transportation Services Coverage and Limitations Handbooks. In any instance when compliance conflicts with the terms of this Contract, the Contract prevails. In no instance may the limitations or exclusions imposed by the Managed Care Plan be more stringent than those in the Medicaid Transportation Services Coverage and Limitations Handbooks.

The Managed Care Plan is not obligated to follow the requirements of the Commission for the Transportation Disadvantaged (CTD) or the Transportation Coordinating Boards as set forth in Chapter 427, F.S., unless the Managed Care Plan has chosen to coordinate services with the CTD.

<sup>&</sup>lt;sup>1</sup> Includes Comprehensive Long-term Care Plans

The Managed Care Plan may provide transportation services directly through its own network of transportation providers or through a provider contract relationship, which may include the Commission for the Transportation Disadvantaged. In either case, the Managed Care Plan is responsible for monitoring provision of services to its enrollees.

The Managed Care Plan shall ensure transportation services meet the needs of its enrollees including use of multiload vehicles, public transportation, wheelchair vehicles, stretcher vehicles, private volunteer transport, over-the-road bus service, or, where applicable, commercial air carrier transport;

The Managed Care Plan shall be responsible for the cost of transporting an enrollee from a non-participating facility or hospital to a participating facility or hospital if the reason for transport is solely for the Managed Care Plan's convenience.

The Managed Care Plan shall approve and process claims for transportation services in accordance with the requirements set forth in this Contract.

The Managed Care Plan shall establish a minimum twenty-four (24) hour advance notification policy to obtain transportation services, and the Managed Care Plan shall communicate that policy to its enrollees and transportation providers.

The Managed Care Plan shall establish enrollee pick-up windows and communicate those timeframes to enrollees and transportation providers.

# Managed Medical Assistance (MMA) Plans' Responsibilities

# Continuity of Care Period

 The continuity of care period is defined as: a period of 60 days after the effective date of enrollment, or until the enrollee's primary care provider or behavioral health provider (as applicable to medical care or behavioral health care services, respectively) reviews the enrollee's treatment plan, whichever comes first. This period is in effect during both the initial implementation of the MMA program and for any new enrollments in a plan after implementation.

# Coordination of Care

- MMA plans are responsible for providing non-emergency transportation (NET) to all enrollees who have no other means of transportation to any covered service including expanded benefits.
- MMA plans are required to ensure that the mode of transportation provided to each enrollee is most appropriate to meet the enrollee's needs (e.g., a wheelchair vehicle versus public transportation).
- MMA plans are required to ensure that enrollees receive NET services safely, by complying with the provisions of Attachment II, Exhibit II-A, Section V.A.28.(e).

# Authorization Requirements

- MMA plans are required to cover any NET services that were previously authorized or prescheduled prior to the enrollee's enrollment in the plan with the recipient's existing NET provider during the continuity of care period, even if that provider does not participate in the plan's network. (Providers that are not enrolled in a plan's network are sometimes referred to as "non-participating" providers.)
- If NET services were previously authorized, the MMA plan may not require additional authorization in order for the enrollee to obtain the service. However, the plan may require the NET provider to submit written documentation of the prior approved or prescheduled appointment prior to the payment of any claims.
- MMA plans must establish timeframes for picking up enrollees (also referred to as the pickup window) when NET services are requested. Pick-up window timeframes must be communicated to both the enrollee and the transportation provider.
- MMA plans are responsible for communicating any authorization requirements for NET services to its enrollees and providers. Prior authorization is not required for emergency transportation services.

# Payment

- MMA plans are responsible for the costs of any NET services provided during the continuity
  of care period that were authorized or prescheduled prior to the implementation of
  MMA in the region. This is true whether such services are provided by participating or nonparticipating providers.
- For services provided in the first 30 days of the continuity of care period, the MMA plan must pay non-participating providers at the rate they received for services rendered to the enrollee immediately prior to the enrollee transitioning to MMA, unless the provider agrees to an alternative rate.
- MMA plans are responsible for approving and processing claims submitted for NET services in accordance with the requirements established in contract.
- If the MMA plan transports an enrollee from a non-participating facility to a participating facility <u>solely for the plan's convenience</u>, the MMA plan is responsible for paying for the cost of the transport.

# Provider Responsibilities During the Continuity of Care Period

 Existing NET service providers (this includes those contracted with the Commission for Transportation Disadvantaged) should continue providing NET services to MMA enrollees during the continuity of care period for any NET services that were previously authorized or prescheduled prior to the MMA implementation in their region, regardless of whether the provider is participating in the plan's network.

- The NET provider should continue providing NET services to recipients through the continuity of care period or until it is contacted by the MMA plan and directed to discontinue services, whichever comes first.
- NET providers should notify the enrollee's MMA plan as soon as possible of any prior authorized or prescheduled NET trips.
- During the continuity of care period, non-participating NET providers will continue to be paid at the rate they received for services rendered to the enrollee immediately prior to the enrollee transitioning to the MMA plan for a minimum of 30 days, unless the provider agrees to an alternative rate. Providers will need to follow the process established by the managed care plans for getting these claims paid appropriately.
- NET providers may be required to submit written documentation of any prior authorized prescheduled services, along with their claim(s) in order to receive payment from the plan.

# **Recipient/Enrollee Responsibilities**

- Enrollees are encouraged to contact their MMA plan as soon as possible to notify the plan of any prescheduled or prior approved NET services.
- For any new transportation service requests, enrollees must request NET services from the MMA plan at least 24 hours in advance of the desired trip.

# Frequently Asked Questions

1. Do the MMA plans have to cover NET services that were prescheduled prior the Medicaid recipient enrolling in their plan?

# Yes. If the prescheduled NET trip occurs during the continuity of care period, the MMA plan should pay for the NET service without requiring any additional authorization.

2. A Medicaid recipient is receiving an ongoing course of treatment, like dialysis, and requires non-emergency transportation multiple times per week to attend his appointments. He receives NET services through a local NET provider, but his local NET provider is not in his new MMA plan's network. How will the recipient's NET services be covered during his 60 day continuity of care period?

The non-participating NET provider should continue providing NET services to the recipient during the continuity of care period for any NET services that were previously authorized or prescheduled prior to the MMA implementation. The NET provider should check the recipient's eligibility prior to rendering services. Once the NET provider has verified that the recipient has selected a new MMA plan, the NET provider should contact the recipient's new MMA plan to notify the MMA plan of any prior authorized or prescheduled trips. <u>During the continuity of care period, the NET provider should continue providing NET services to recipients until it is contacted by the MMA plan and directed to discontinue services.</u>

3. A Medicaid recipient is receiving non-emergency transportation (NET) services multiple times per week for an ongoing course of treatment from his local Community Transportation Coordinator (CTC) through the Florida Commission for the Transportation Disadvantaged. The local CTC is not in his new MMA plan's network. Should the CTC provider continue providing NET services to the recipient once the recipient has transitioned to his new MMA plan?

Yes. The CTC provider (and all previously authorized transportation providers) should continue providing the recipient's NET services even after the recipient has transitioned to his MMA plan. After the first date of the regional transition to the MMA program, the CTC provider should check the recipient's eligibility. Once the CTC provider has verified that the recipient has selected a new MMA plan, the CTC provider should contact the recipient's new MMA plan or the MMA plan's transportation broker, to notify the MMA plan or broker of any prior authorized, prescheduled or upcoming trips. During the continuity of care period, the CTC provider should continue providing NET services to recipients until it is contacted by the MMA plan and directed to discontinue services.

A list of the MMA plans' transportation broker's contact information is provided below:

MMA Plan	Transportation Appointment
	Phone Number
AHF / Positive	888- 997-0979
Amerigroup	866-372-9794
	866-288-3133 (TTY)
Better	866-201-9970
Clear Health	866-201-9971
Coventry	866-411-8912
FCA	866-201-9967
Humana	866-779-0565
Integral	866-258-4326
Magellan	877-796-5843
Molina	866-528-0454
Preferred	866-779-0564
	866-288-3133 (TTY)
Prestige	855-381-3778
SFCCN	866-306-9358
Simply	866-201-9969
Sunshine	866-790-8817
United	800-698-8457
Wellcare	866-591-4066

# II.C



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2009 NW 67th Place, Gainesville, FL 32653-1603 • 352.955.2200

June 23, 2014

TO: Lafayette County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

# RECOMMENDATION

No action required. This agenda item is for information only.

### BACKGROUND

Attached are the following reports for the Board's review:

- 1. Quarterly Operations Report January March 2014;
- 2. Fiscal Year 2013/14 Transportation Disadvantaged Trust Fund Status Report;
- 3. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2013-April 2014;
- 4. Trip Denial Report January March 2014; and
- 5. Complaint/Commendation Report January March 2014.

If you have any questions regarding the attached information, please contact me.

### Attachments

t:\lynn\td2014\lafayette\memos\statjune.docx

# QUARTERLY OPERATING REPORT SUWANNEE RIVER ECONOMIC COUNCIL, INC. LAFAYETTE COUNTY JANUARY 2014 - MARCH 2014

OPERATING DATA	SREC	DIXIE COUNTY EMS	TOTAL	1/1/13 - 3/31/13
NUMBER OF INVOICED TRIPS	787	0	787	1,012
Medicaid	150	0	. 150	256
TD Trust Fund	567	0	567	627
S.R.E.C Title III-B Meal Site	70	0	70	129
TOTAL VEHICLE MILES	10,530	0	10,530	13,537
TOTAL REVENUE VEHICLE MILES	8,255	0	8,255	10,617
TOTAL VEHICLE HOURS	417	0	417	535
TOTAL DOLLARS INVOICED	\$58,942.19	\$0.00	\$58,942.19	\$65,259.81
Medicaid	\$17,489.31	\$0.00	\$17,489.31	\$29,875.15
TD Trust Fund	\$40,892.88	\$0.00	\$40,892.88	\$34,352.66
S.R.E.C Title III-B Meal Site	\$560.00	\$0.00	\$560.00	\$1,032.00
AVERAGE COST PER TRIP	\$74.89	#DIV/0!	\$74.89	\$64.49
Medicaid	\$116.60	#DIV/0!	\$116.60	\$116.70
TD Trust Fund	\$72.12	#DIV/0!	\$72.12	\$54.79
S.R.E.C Title III-B Meal Site	\$8.00	#DIV/0!	\$8.00	\$8.00
AVERAGE COST PER VEHICLE MILE	\$5.60	#DIV/01	\$5.60	\$4.82
AVERAGE COST PER REVENUE VEHICLE MILE	\$7.14	#DIV/01	\$7.14	\$6.15
AVERAGE COST PER VEHICLE HOUR	\$141.35	#DIV/0!	\$141.35	\$121.98
TRIP PURPOSE*				
Medical	717	0	717	883
Employment	0	0	0	0
Education/Training	0	0	0	C
Shopping	0	0	0	
Meal Site	70	0	70	129
Recreation	0	0	0	0
Other	0	0	0	
NUMBER OF TRIPS DENIED	0	0	0	(
NUMBER OF SINGLE PASSENGER				(
TRIPS PROVIDED	47	0	47	59
PERCENT OF SINGLE PASSENGER TRIPS	6%	#DIV/0!	6%	6%
NUMBER OF ACCIDENTS	0	0	0	0
NUMBER OF VEHICLES	7	0	7	6
AVERAGE TRIPS PER VEHICLE	112	#DIV/0!	112	169
AVERAGE MILES PER TRIP	13	#DIV/0!	13	1:
NUMBER OF ROADCALLS	0	0	0	(
MILES BETWEEN ROADCALLS	10,530	0	10,530	13,537

Source: Suwannee River Economic Council

# 2013-2014 TRIP/EQUIPMENT GRANT SUMMARY AR183 LAFAYETTE COUNTY

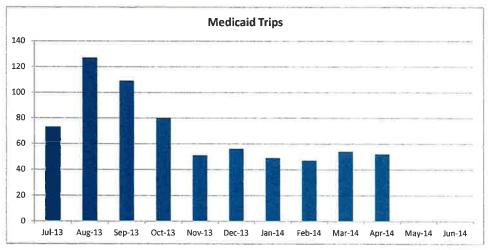
**CONTRACT AMOUNT:** \$157,537.00

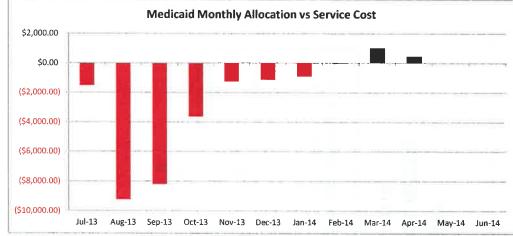
MONTH/	TOTAL	TRUST	LOCAL	TOTAL	NUMBER	AVERAGE
YEAR	DOLLARS	FUND	MATCH	AMOUNT	OF TRIPS	COST PER
	SPENT	(90%)	(10%)	REMAINING		TRIP
Jul-13	\$13,130.64	\$11,817.58	\$1,313.06	\$144,406.36	199	\$65.98
Aug-13	\$10,108.32	\$9,097.49	\$1,010.83	\$134,298.04	157	\$64.38
Sep-13	\$11,869.68	\$10,682.71	\$1,186.97	\$122,428.36	140	\$84.78
Oct-13	\$15,899.52	\$14,309.57	\$1,589.95	\$106,528.84	173	\$91.90
Nov-13	\$7,398.72	\$6,658.85	\$739.87	\$99,130.12	102	\$72.54
Dec-13	\$14,236.32	\$12,812.69	\$1,423.63	\$84,893.80	228	\$62.44
Jan-14	\$11,642.40	\$10,478.16	\$1,164.24	\$73,251.40	157	\$74.16
Feb-14	\$16,794.96	\$15,115.46	\$1,679.50	\$56,456.44	221	\$76.00
Mar-14	\$12,455.52	\$11,209.97	\$1,245.55	\$44,000.92	189	\$65.90
Apr-14				\$44,000.92		#DIV/0!
May-14				\$44,000.92		#DIV/0!
Jun-14				\$44,000.92		#DIV/0!

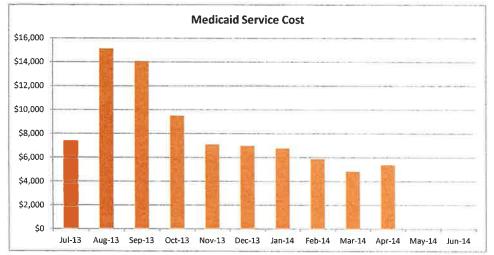
-34-

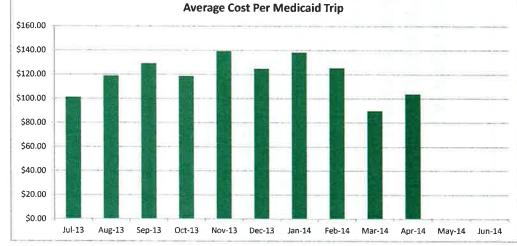
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# FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED MEDICAID ENCOUNTER DATA REPORTS JULY 1, 2013 - JUNE 30, 2014 LAFAYETTE COUNTY









Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

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# LAFAYETTE COUNTY UNMET TRANSPORTATION NEEDS JANUARY - MARCH 2014

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other	0
TOTALS	0

Source: Suwannee River Economic Council

# LAFAYETTE COUNTY

# SERVICE COMPLAINTS/COMMENDATIONS JANUARY - MARCH 2014

TYPE OF COMPLAINT	TOTAL	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Service Denial	0	-
Other	0	-
TOTALS	0	
COMMENDATIONS	0	1

Source: Suwannee River Economic Council

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### ATTENDANCE RECORD

### LAFAYETTE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	6/11/13	9/23/13	11/18/13	3/24/14
Chair	Commissioner Donnie Hamlin	Р	Р	Р	Р
Florida Department of Transportation	Sandra Collins	Р	Р	Р	A
Alternate Member	Janell Damato	A	A	A	Α
Florida Department of Chldren and Families	Kay Tice	Р	Р	Р	P
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Alana McKay	Р	Р	A	A
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Ritchie Page	A	A	A	P
Alternate Member	(Vacant)				
Citizen Advocate	Cindy Morgan	А	Р	A	A
Alternate Member	Rhoda Pate	A	A	A	A
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	Martha Humphries	Р	Р	Р	P
Alternate Member	(Vacant)				
Veterans	Carlton Black	Р	A	Р	Р
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Ricky Lyons	A	A	P	P
Alternate Member	(Vacant)				
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	Ginger Calhoun	Р	A	A	A
Alternate Member	(Vacant)				
Regional Workforce Board	Sheryl Rehberg	Р	Р	A	Anthony Jennings
Alternate Member	(Vacant)				

LEGEND KEY: P-Present A-Absent - Not Applicable (newly appointed member)

ATTENDANCE POLICY: According to Article III, Section 5 of the Coordinating Board bylaws: "The North

Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting

member of the Board who fails to attend three consecutive meetings