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April 28, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Meeting Announcement

The Madison County Transportation Disadvantaged Coordinating Board will meet Monday, May 5, 2014 at 1:00 p.m. in the meeting room of the Madison County Courthouse Annex located at 112 E. Pinckney Street, Madison, Florida. All Board members are encouraged to attend this meeting.

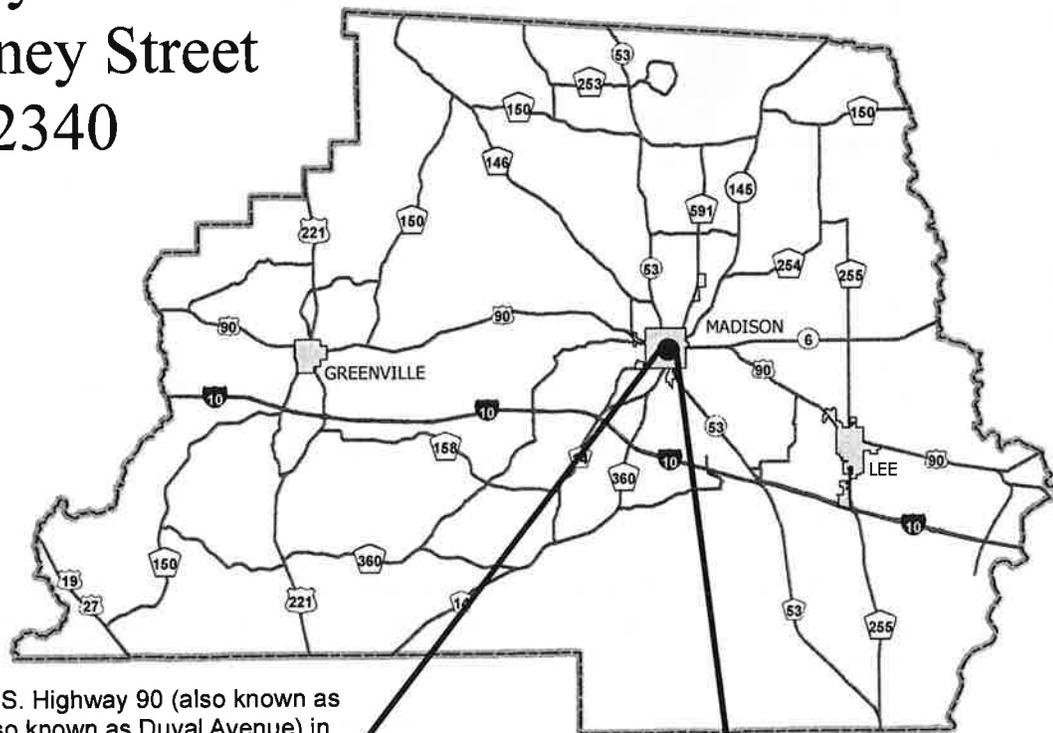
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

#### Attachments

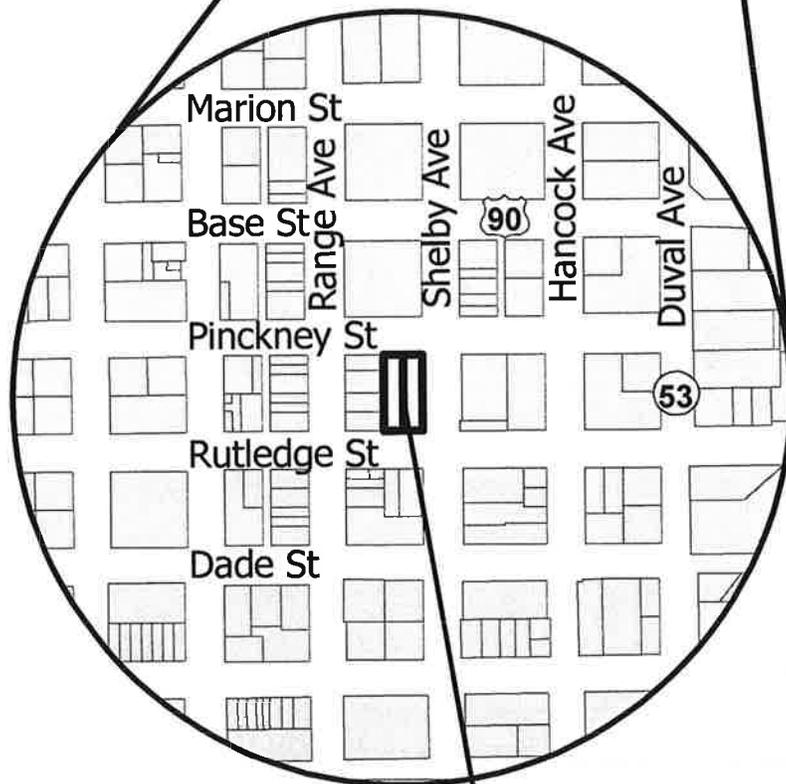
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# Madison County Courthouse Annex

112 East Pinckney Street  
Madison, FL 32340



Directions: From the intersection U.S. Highway 90 (also known as Base Street) and State Road 53 (also known as Duval Avenue) in the City of Madison, turn West onto U.S. Highway 90 (also known as Base Street), travel two blocks to Shelby Avenue, turn left (South) onto Shelby Avenue, travel one block to Pinckney Street, turn right (West) and the Madison County Courthouse Annex will be on the left, on the South side of Pinckney Street.



1 inch = 500 feet

Madison County  
Courthouse Annex





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**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING ANNOUNCEMENT AND AGENDA**

Madison County Courthouse Annex  
112 E. Pinckney Street  
Madison, Florida 32340

Monday  
May 5, 2014  
1:00 p.m.

**I. BUSINESS MEETING – CALL TO ORDER**

**A. Introductions**

**B. Approval of the Meeting Agenda**

**C. Approval of the February 3, 2014  
Minutes**

**Page 7**

**II. UNFINISHED BUSINESS**

**A. Madison In-Town Shuttle**

**Page 13**

Big Bend Transit will report on the status of the Madison In-Town Shuttle service

**III. NEW BUSINESS**

**A. Medicaid Non-Emergency Medical Transportation**

**Page 19**

Enclosed is information from the Agency for Health Care Administration regarding non-emergency medical transportation services

**B. Operations Reports**

**Page 27**

**IV. OTHER BUSINESS**

**A. Comments**

**1. Members**

**2. Citizens**

**V. FUTURE MEETING DATES**

**A. September 8, 2014 at 1:00 p.m.**

**B. November 3, 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.

**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Ronnie Moore Local Elected Official/Chair	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Karen Page Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Rosa Richardson Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Faye Basiri Florida Agency for Health Care Administration	Harold Walker Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Board	Vacant Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2014	Vacant Florida Association for Community Action Term ending June 30, 2014
Gladney Cherry Public Education	Vacant Public Education
Oliver Bradley Veterans Term ending June 30, 2014	Vacant Veterans Term ending June 30, 2014
Shanetha Mitchell Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Donna Hagan Citizen Advocate - User Term ending June 30, 2015	Cindy Hutto Citizen Advocate - User Term ending June 30, 2015
Vacant Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Vacant Elderly Term ending June 30, 2014	Vacant Elderly Term ending June 30, 2014
Leila C. Rykard Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Linda Jones Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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



**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING SUMMARY**

County Commission Meeting Room  
Madison County Courthouse Annex  
Madison, Florida

Monday  
February 3, 2014  
1:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Ronnie Moore, Chair  
Faye Basiri, Florida Agency for Health Care Administration Representative  
Gladney Cherry, Public Education Representative  
Sandra Collins, Florida Department of Transportation Representative  
Donna Hagan, Citizen Advocate – User  
Bonita Hart representing Karen Page, Florida Department of Children and Families Representative  
Shanetha Mitchell, Citizen Advocate  
Matthew Pearson representing Florida Association for Community Action Representative  
Leila Rykard, Medical Community Representative

**VOTING MEMBERS ABSENT**

Linda Jones, Early Childhood Services Representative  
Sheryl Rehberg, Workforce Development Board Representative  
Rosa Richardson, Florida Department of Elder Affairs Representative

**OTHERS PRESENT**

Willie Ann Dickey, Big Bend Transit  
Steven Holmes, Florida Commission for the Transportation Disadvantaged  
Shawn Mitchell, Big Bend Transit

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. PUBLIC HEARING CALL TO ORDER**

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

**A. Introductions**

Chairman Moore asked everyone to introduce themselves.

**B. Receive Public Testimony**

There was no public testimony received.

**C. Close Public Hearing**

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

**II. BUSINESS MEETING CALL TO ORDER**

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

**A. Approval of the Meeting Agenda**

**ACTION: Sandra Collins moved to approve the meeting agenda. Matthew Pearson seconded; motion passed unanimously.**

**B. Approval of the September 9, 2013 Minutes**

**ACTION: Fay Basiri moved to approve the September 9, 2013 minutes Matthew Pearson seconded; motion passed unanimously.**

**III. UNFINISHED BUSINESS**

**A. Madison In-Town Shuttle**

Mr. Shawn Mitchell, Big Bend Transit Interim General Manager, stated that Chairman Moore, the Madison City Manager and the Madison County Coordinator met to discuss funding the continuation of the Madison In-Town Shuttle service. He said this agenda item should be on both the Madison City Commission and the Madison Board of County Commissioners next meeting agendas.

The Board asked staff to send letters to the Madison City Commission and Madison Board of County Commissioners supporting the continued funding of the Madison In-Town Shuttle.

**B. Rural Area Capital Assistance Program Grant Funds**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Big Bend Transit received funding through the Rural Area Capital Assistance Program to purchase two replacement vehicles.

Mr. Mitchell noted that Big Bend Transit assigns vehicles to the counties they serve based on need. He said these vehicles will not be used in Madison County.

**IV. NEW BUSINESS**

**A. Annual Performance Evaluation**

Ms. Godfrey stated that the Board is required to review Big Bend Transit's performance as the Madison County Community Transportation Coordinator annually. She said Big Bend Transit's draft performance evaluation is included in the meeting packet for the Board's review.

The Board reviewed Big Bend Transit's annual performance evaluation.

**ACTION: Shanetha Mitchell moved to approve Big Bend Transit's annual performance evaluation. Donna Hagan seconded; motion passed unanimously.**

**B. Madison County Transportation Disadvantaged Service Plan**

Ms. Godfrey stated that Chapter 427, Florida Statutes requires Big Bend Transit 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.

The Board reviewed the Madison County Transportation Disadvantaged Service Plan.

Mr. Matthew Pearson asked how Statewide Medicaid Program reform will affect the service rates.

Mr. Steven Holmes, Florida Commission for the Transportation Disadvantaged Executive Director, stated that it is unknown what impact Medicaid Program reform will have on the Community Transportation Coordinators' service rates. He said it is known that less Medicaid non-emergency transportation revenue will be available to the Community Transportation Coordinators. He said the amount and affect of this reduction on other service rates will vary from county to county.

**ACTION: Faye Basiri moved to approve the Madison County Transportation Disadvantaged Service Plan. Matthew Pearson seconded; motion passed unanimously.**

**C. Annual Operations Report**

Ms. Godfrey stated that Big Bend Transit is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. She said Big Bend Transit's 2012/13 Annual Operations Report is included in the meeting packet for the Board's review.

The Board reviewed the Annual Operations Report.

**D. Florida's Managed Medical Assistance Program**

Mr. Steven Holmes explained that the Managed Medical Assistance Program will be implemented in Madison County beginning May 1, 2014. He explained that the Health Maintenance Organizations in Region 2 will be responsible for providing transportation services under the Managed Medical Assistance Program.

Mr. Holmes stated that the Health Maintenance Organizations have contracted with Transportation Management Organizations to provide transportation under the Managed Medical Assistance Program. He said the Transportation Management Organizations will subcontract with local transportation providers for the direct provision of transportation services.

Mr. Holmes also explained that the Florida Commission for the Transportation Disadvantaged will continue to contract with the Community Transportation Coordinators for a small amount of Medicaid non-emergency transportation. He explained which population groups will continue to use the Community Transportation Coordinators' services.

**E. Operations Reports**

Mr. Mitchell presented Big Bend Transit's Operations Reports.

**V. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

There were no citizen comments.

**VI. FUTURE MEETING DATES**

Chairman Moore stated that the next meeting of the Board will be held Monday, May 5, 2014 at 1:00 p.m.

**ADJOURNMENT**

The meeting adjourned at 1:55 p.m.

\_\_\_\_\_  
Coordinating Board Chairperson

\_\_\_\_\_  
Date





## II.A

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April 28, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Madison In-Town Shuttle

### STAFF RECOMMENDATION

**No action required. For information only.**

### BACKGROUND

Enclosed is information concerning the Madison In-Town Shuttle. If you have any questions concerning this matter, please do not hesitate to contact me.

t:\lynn\td2014\madison\memos\shuttlefunding2.docx



We have approached both the County & City Commissions concerning funding for the shuttle after June 30, 2014

- Madison County Board of Commissioners has committed \$ 10,000.00 in funding towards the shuttle
- We are stilling waiting to hear from The City of Madison, Chairman Moore is spearheading those discussions
- With cutting the service to 7 hours per day 3 day a week the shuttle budget will come in at around \$ 35,280.00 per year

# Madison In-Town Shuttle ~~X~~ Could Come To A Sudden Stop

By Rose Klein  
Greene Publishing, Inc.

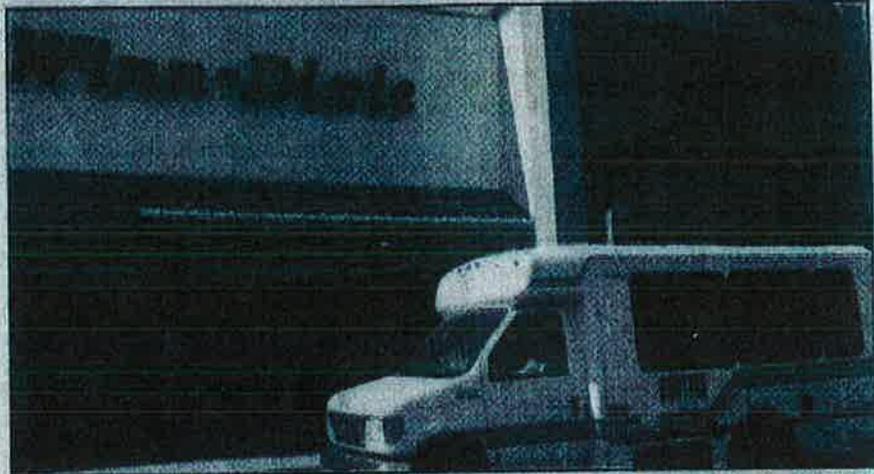
**S**hawn Mitchell, the operations manager for Big Bend Transit, addressed the City Commission on the upcoming financial status of the Madison In-Town Shuttle. After taking the podium, Mitchell said he came to the meeting to "start a discussion, not ask for money."

The Madison shuttle is funded entirely by the Florida Department of Transportation (DOT) and has been running on a three-year cycle. A state grant started the in-town shuttle in 2006 and funded the service until 2009. During the shuttle's second three-year cycle, DOT has funded the shuttle service since 2011, but funding will come to a halt June 30 of this year. Mitchell, on behalf of Big Bend Transportation, has given data to the City Commission, asking them to partner with the shuttle in an effort to keep the service running.



Greene Publishing, Inc. Photo by Rose Klein, March 18, 2014

**Shawn Mitchell, Operations Manager for Big Bend Transit, briefs the City Commission on the financial needs of the Madison In-Town Shuttle.**



Greene Publishing, Inc. Photo by Rose Klein, March 26, 2014

**The in-town shuttle makes one of its regular morning stops at the Winn-Dixie in Madison.**

currently close, could save money and increase the possibility for services to continue.

Mitchell told the Commission, closing the shuttle would have a large impact on Madison's citizens as the shuttle is in effect, Madison's city bus system, with some residents being dependent on the service. Currently, the in-town shuttle runs Monday, Wednesday and Friday from 7:30 a.m.- 6 p.m. On those days, about 30 people use the shuttle, costing individuals only 50 cents per ride. Mitchell said among the people who depend upon the shuttle are public housing residents, students and the elderly. Some of the stops the shuttle makes for riders in the city are apartment complexes, the Health Department, grocery stores, pharmacies, Madison County Courthouse, North Florida Community College, the Library, a day-care and the hospital. Mitchell stressed the importance of these stops and the fact that the shuttle was more than just a convenience for some Madison residents; it was their only source of transportation. Wrapping up his discussion, Mitchell said, "The shuttle system belongs to the citizens of Madison."

For more information on Madison's In-Town Shuttle, call Big Bend Transit, Inc. at (850) 973-4418.

At the meeting, Mitchell talked to the Commission on possible ways to make the shuttle more economical. Ideas of businesses advertising with the service and shortening shuttle hours were discussed. Mitchell said 78 percent of the shuttle's services were used before 2:30 p.m. and closing at that time, instead of the 6 p.m. time they

# County To Keep In-Town Shuttle Rolling Another Year

By Lynette Norris  
Greene Publishing, Inc.

**D**uring a recent trip to Winn-Dixie, County Commissioner Ronnie Moore, who also serves on the Transportation Disadvantaged Committee, decided on that location to take a ride on Big Bend Transit's In-Town Shuttle and talk to some of the people who use the service and see how they would be affected if the bus were no longer available. The shuttle has suf-

*See Shuttle On Page 3A*

## Shuttle

Cont. From Page 1A

ferred cutbacks in funding as grants have expired, and has already cut back its hours of operation to save money, operating only during hours of peak use.

"We have a diverse group of people less fortunate, in that they are without transportation," Moore told fellow commissioners. Among those he spoke to was an 80-year-old lady who schedules all of her doctor appointments on Mondays, Wednesdays and Fridays, because those are the days that the shuttle operates, and another elderly gentleman who was grocery shopping for his wife at home.

"It's needed," he said. "And I think it's a big plus if we can fund it." It would fill a needed gap in the social services area for county residents without any other means to get to grocery stores, doctor's offices, or even to work.

Moore had been working with the City Commission to see if the city would be able to put up half the funds needed, but since the city could not make that commitment, Moore recommended that the county kick in the entire \$10,000 necessary before the June 1 deadline, in order to keep the shuttle running for another year.

The County Commission agreed, and approved the measure to continue funding the shuttle for one more year. The money would come from the County's Fiscally Constrained Fund.





**III.A.**  
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April 28, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Medicaid Non-Emergency Medical Transportation

RECOMMENDATION

**For information only. No action is required.**

BACKGROUND

Attached information concerning the provision of Medicaid non-emergency medical transportation services.

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

Attachments

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## Lynn Godfrey

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**From:** McKay, Alana E. [Alana.McKay@ahca.myflorida.com]  
**Sent:** Friday, April 25, 2014 11:08 AM  
**To:** Kelly Gonzalez (kelly.gonzalez@mvtransit.com); Demetrius Moring (demetrius.moring@mvtransit.com); Matt Pearson (mpearson@suwanneeec.net); teresa.fortner@RideSVTA.com; Connie Conley (cjconley@bellsouth.net); Boyd Thompson (boyd@theridesolution.org); Myra Strange (myra@theridesolution.org); Wanda Boggs (wanda@theridesolution.org); Curtis E Allen (ceallen1954@yahoo.com); Lynn Godfrey  
**Cc:** Hager, Greg D.; Singer, Andrew  
**Subject:** RE: Numbers to call for rides

Also, if there are complaints from Medicaid beneficiaries, providers, etc. they can be filed using this website.

[https://apps.ahca.myflorida.com/smmc\\_cirts/](https://apps.ahca.myflorida.com/smmc_cirts/)

Complaints are going to a central hub in the state for tracking and resolution to ensure fast and consistent responses. When an issue is submitted using this online form an email will be sent confirming it was received.

---

**From:** McKay, Alana E.  
**Sent:** Friday, April 25, 2014 10:07 AM  
**To:** Kelly Gonzalez ([kelly.gonzalez@mvtransit.com](mailto:kelly.gonzalez@mvtransit.com)); Demetrius Moring ([demetrius.moring@mvtransit.com](mailto:demetrius.moring@mvtransit.com)); Matt Pearson ([mpearson@suwanneeec.net](mailto:mpearson@suwanneeec.net)); [teresa.fortner@RideSVTA.com](mailto:teresa.fortner@RideSVTA.com); Connie Conley ([cjconley@bellsouth.net](mailto:cjconley@bellsouth.net)); Boyd Thompson ([boyd@theridesolution.org](mailto:boyd@theridesolution.org)); Myra Strange ([myra@theridesolution.org](mailto:myra@theridesolution.org)); Wanda Boggs ([wanda@theridesolution.org](mailto:wanda@theridesolution.org)); Curtis E Allen ([ceallen1954@yahoo.com](mailto:ceallen1954@yahoo.com)); Lynn Godfrey ([godfrey@ncfrpc.org](mailto:godfrey@ncfrpc.org))  
**Cc:** Hager, Greg D.; Singer, Andrew  
**Subject:** Numbers to call for rides

Good morning,

I received this information earlier this week. These are the numbers for riders to call at each of the MCOs to schedule their rides. These are not the direct numbers to the MCOs, I believe they are to the transportation brokers call centers. Please share these with your riders who should know what plan they are enrolled in at this point.

Prestige	1 (855) 381-3778
Staywell (Wellcare)	1 (866) 591-4066
Sunshine	1 (866) 790-8817
United	1 (800) 698-8457

If riders have questions they can call me, but they should try these numbers first. If you have riders who are in life threatening circumstances (ex. dialysis, etc.) who are unable to schedule a ride please email or call me so we can assist them.

Thank you,  
Alana

---

**Alana McKay - SENIOR HUMAN SERVICES  
PROGRAM SPECIALIST**

Field Office 3 - Alachua -  
14101 NW HIGHWAY 441 ALACHUA, 32615  
386-462-6229 (Office) - 386 418-5370 (Fax)



## 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.*

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<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 pick-up 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 non-participating 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 solely for the plan's convenience, 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. 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.***

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:***

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



## III.B.

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

April 28, 2014

TO: Madison County Transportation Disadvantaged 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. Big Bend Transit Operations Reports; and
2. Medicaid Non-Emergency Transportation Program Encounter Data Report.

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

### Attachments

t:\lynn\td2014\madison\memos\statmay.docx



**BIG  
BEND  
TRANSIT, INC**

# **MADISON COUNTY RIDERSHIP REPORT**

**QUARTERLY REPORT**

**JANUARY 2014 – MARCH 2014**



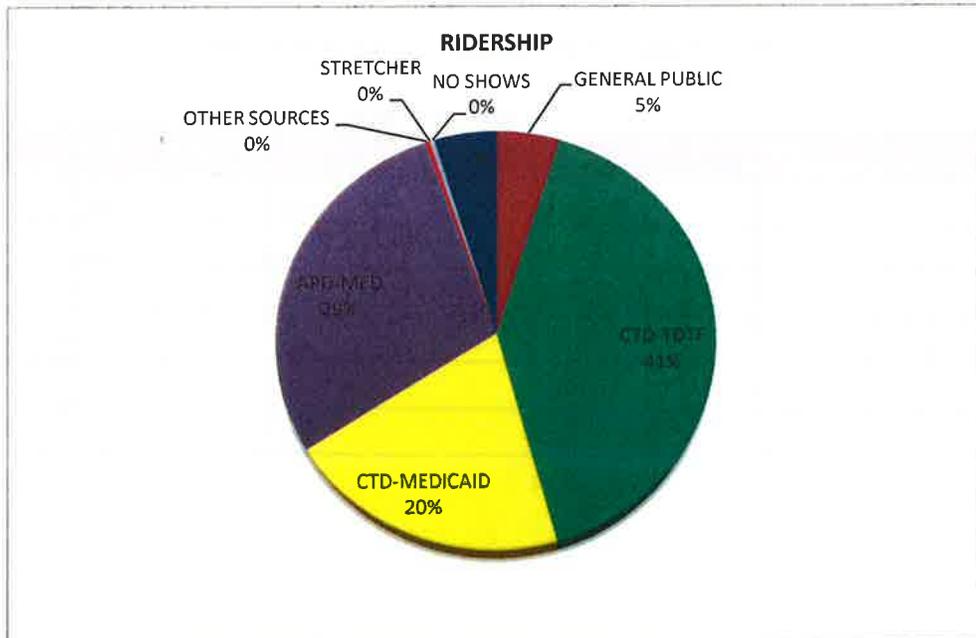
# COMMUNITY TRANSPORTATION QUARTERLY REPORT

(JANUARY 2014 – MARCH 2014)

## Number of Trips Provided From All Funding Sources

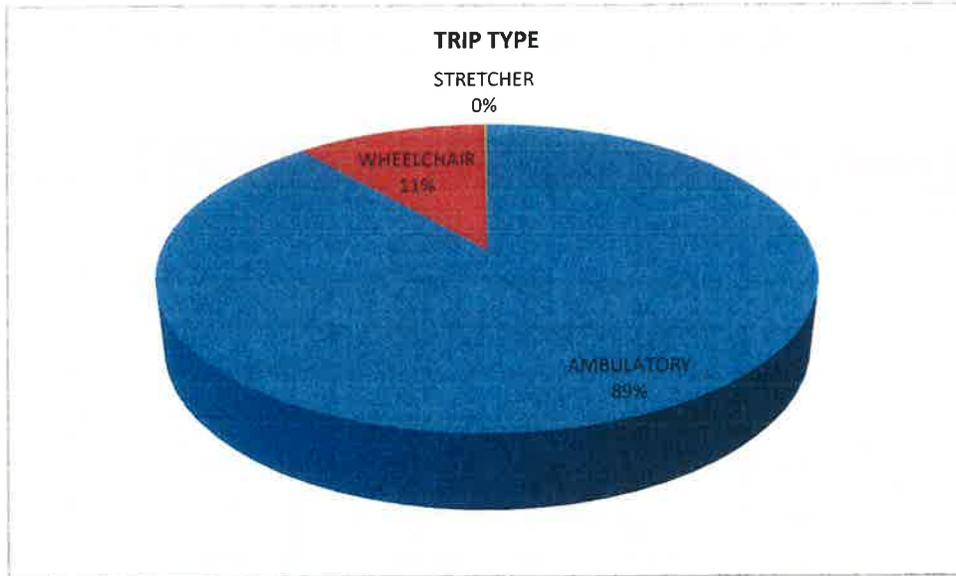
During this reporting period BBT scheduled a total 4,067 trips.

SOURCES	JANUARY	FEBRUARY	MARCH	TOTAL
GENERAL PUBLIC	72	64	54	190
CTD-TDTF	505	541	585	1631
CTD-MEDICAID	285	261	262	808
APD-MED	358	375	411	1144
OTHER SOURCES	5	3	2	10
STRETCHER	0	1	4	5
NO SHOWS	6	9	7	22
VA	72	55	61	188
TOTAL	1303	1309	1386	3998



**TRIP TYPE**

	JANUARY	FEBRUARY	MARCH	TOTAL
AMBULATORY	1162	1134	1247	3543
WHEELCHAIR	139	167	135	441
STRETCHER	0	1	4	5
TOTAL	1301	1302	1386	3989

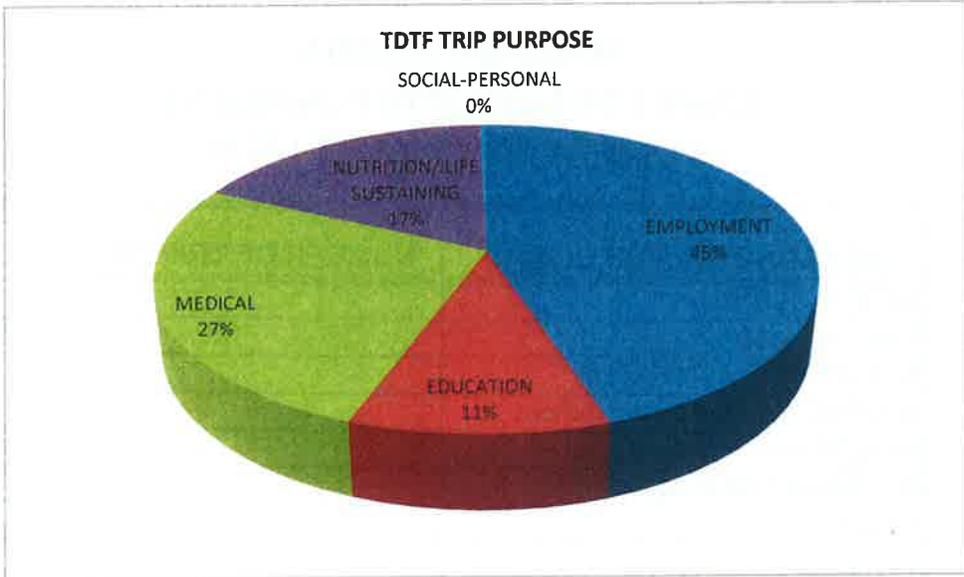


**NUMBER OF COMPLAINTS RECEIVED (1)**

*Passenger wanted you use TD funds for an out of County Medical trip.*

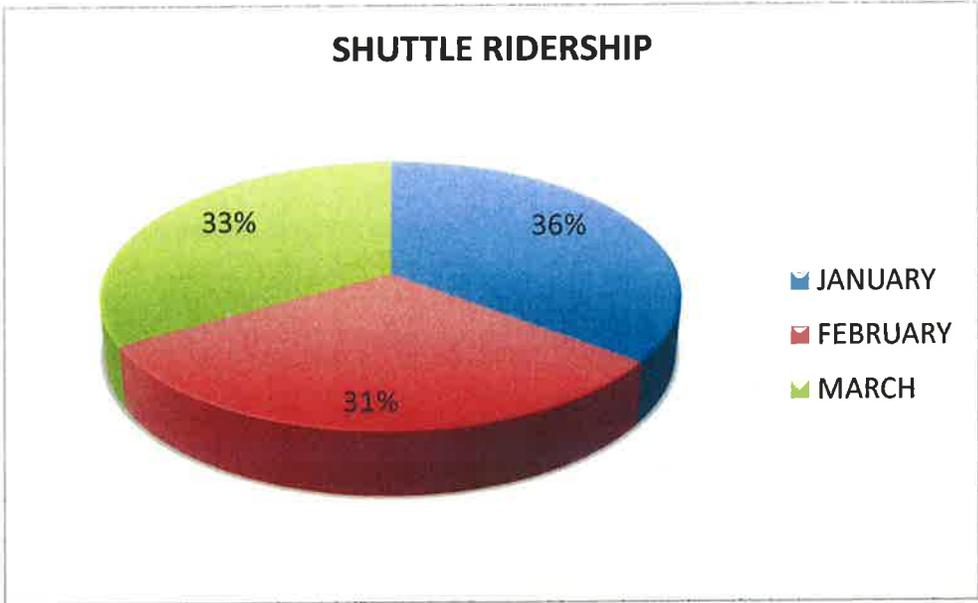
**TDTF TRIP PURPOSE**

	JANUARY	FEBRUARY	MARCH	TOTAL
Employment	256	234	244	734
Education	58	56	60	174
Medical	132	147	153	432
Nutrition/Life Sustaining	87	101	97	285
Social-Personal	1	3	2	6
Total	534	541	556	1631



"IN TOWN SHUTTLE REPORT"

JANUARY	FEBRUARY	MARCH	TOTAL
268	269	293	830



**MADISON COUNTY  
UNMET TRANSPORTATION NEEDS  
JANUARY 2014 - MARCH 2014**

<b>REASON FOR TRIP DENIAL</b>	<b>NUMBER OF TRIP DENIALS</b>
Lack of Funding	
Trip Purpose	1
Out of Service Area Trip	
Insufficient Advance Notice	
After Hours Trip Request	
Weekend Trip Request	
Other	
<b>TOTALS</b>	<b>1</b>

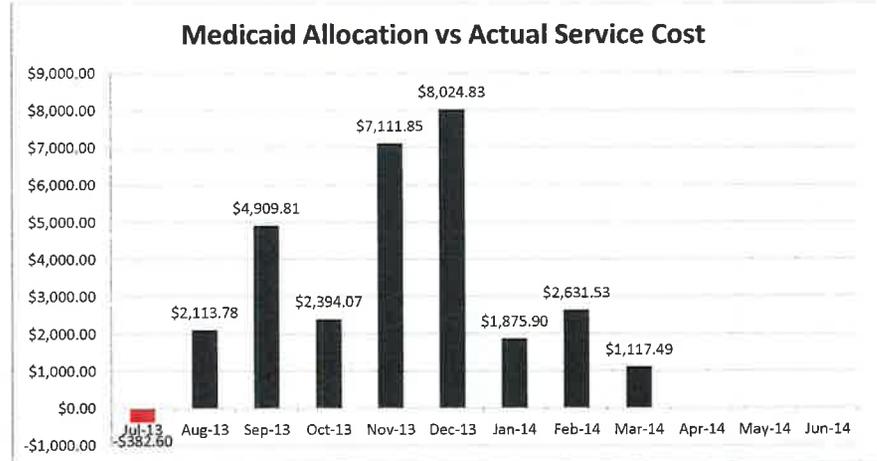
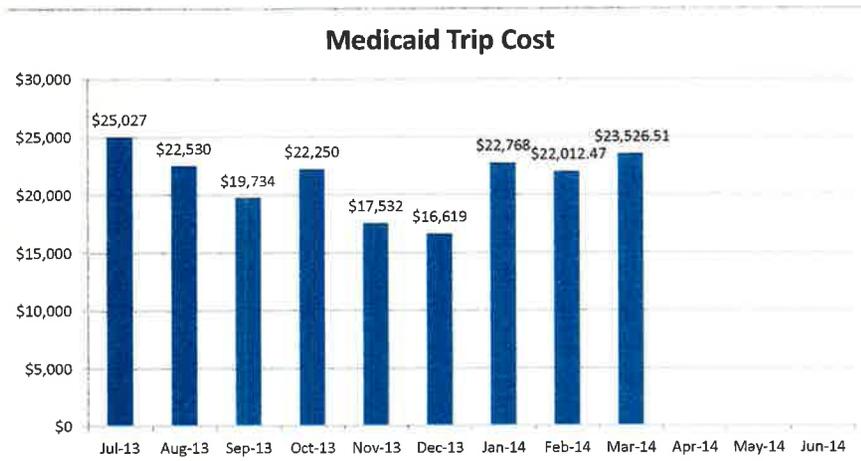
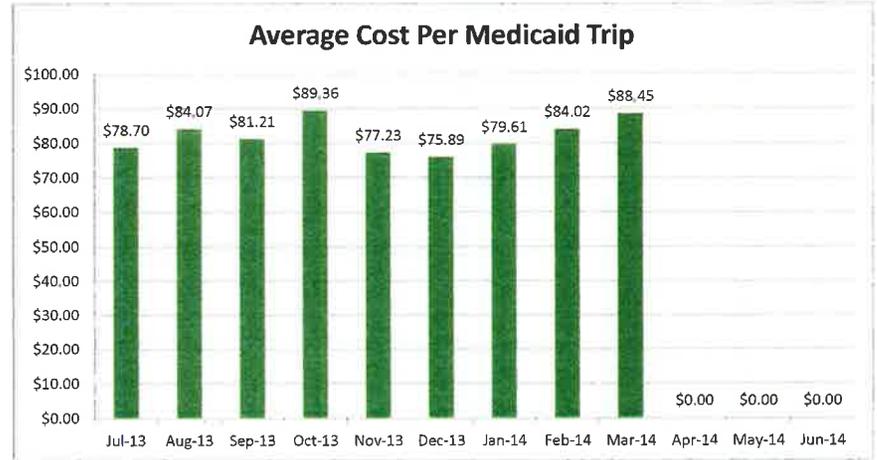
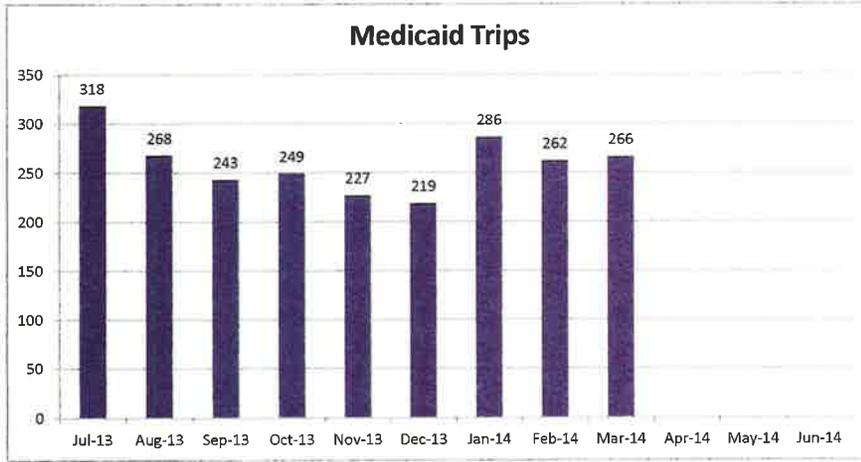
# MADISON COUNTY

## BBT NO SHOW/NOT READY FAX TRANSMITTAL MONTHLY COUNT

BEGINNING DATE: \_\_January 01, 2014\_\_ ENDING DATE: \_\_March 31, 2014\_\_

<u>MEDICAID</u>		<u>TD</u>		<u>Gen</u>		<u>ODD</u>	
No Show (No answer at door or phone)	2		2				
No Show (Could not find rider)	1		1				
No Show (Rider Cancelled at door)	8		6				
Rider Was Not Ready	2						
<b>TOTAL</b>	<b>13</b>		<b>9</b>		<b>0</b>		<b>0</b>

**MADISON COUNTY**  
**FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED MEDICAID ENCOUNTER DATA REPORTS**  
**JULY 2013 - JULY 2014**



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

**ATTENDANCE RECORD**

**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

<b>MEMBER/ORGANIZATION</b>	<b>NAME</b>	<b>5/6/13</b>	<b>9/9/13</b>	<b>12/2/13</b>	<b>2/3/14</b>
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	P A	A A	P A	P A
Florida Department of Children and Families Alternate Member	Karen Page (Vacant)	A A	A Bonita Hart	A	A Bonita Hart
Florida Agency for Health Care Administration Alternate Member	Faye Basiri (Vacant)	P	P	P	P
Florida Department of Education Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	Gladney Cherry Ramona Guess	P	P	P	P
Citizen Advocate Alternate Member	Shanetha Mitchell Pamela Robinson	A A	A A	A A	P A
Citizen Advocate-User Alternate Member	Donna Hagan Cindy Hutto	A P	P A	A A	P A
Elderly Alternate Member	(Vacant) (Vacant)				
Veterans Alternate Member	(Vacant) (Vacant)				
Persons with Disabilities Alternate Member	(Vacant) (Vacant)				
Florida Association for Community Action Alternate Member	Matthew Pearson (Vacant)			A	P
Florida Department of Elder Affairs Alternate Member	Rosa Richardson Janet Sparkman	P A	A A	A A	A A
Children at Risk Alternate Member	Linda Jones (Vacant)	A	A	A	A
Local Medical Community Alternate Member	Leila C. Rykard (Vacant)		P	P	P
Regional Workforce Board Alternate Member	Sheryl Rehberg (Vacant)	P	P	A	A

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."

