

KYTC/OTD

NEMT

FY 2023

(July 1, 2022, to June 30, 2023)

CONFIDENTIAL

REPORT

CONTAINS HIPAA PROTECTED INFORMATION



COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
transportation.ky.gov

Andy Beshear
GOVERNOR

Jim Gray
SECRETARY

MEMORANDUM

To: Justin Dearing, Assistant Director
Department for Medicaid Services

Thru: Vickie Bourne, Executive Director
Office of Transportation Delivery

From: Jeremy Thompson, Regional Program Manager
Human Service Transportation Delivery

Prepared By: Donna Mills, Medicaid/Medicare Specialist III
Human Service Transportation Delivery

Date: November 2023

SUBJECT: FY23 – Fiscal Year July 1, 2022, to June 30, 2023
Non-Emergency Medical Transportation Report: Trip Analysis, Complaints,
CTAC Meetings, Encounter Data, Rates, Non-Emergency Medical Transportation
Denials, Recipient Rider Survey, Administrative Hearing Activity, Foster
Parent/Private Auto Approvals

Fiscal Year 2023 has proven to be another successful year. During FY23, the Commonwealth issued 8,657 denials. This is a projected cost savings of at least \$467,391.43 to taxpayers; that is, if each person were to be transported only one time who were deemed ineligible.

The program is excited to report a 98% rating received via recipient rider surveys conducted. Recipients continue to maintain access to a quality, efficient, and accessible Non-Emergency Medical Transportation Service.

During FY23, the Program continues to realize an overall decrease in trip utilization due to the continuing COVID-19 Pandemic and Public Health Emergency effects as compared to prepandemic levels. However, 534,086 more trips were provided in FY23 as compared to FY22.

The Kentucky Transportation Cabinet, Office of Transportation Delivery presents the following Human Service Transportation Delivery, Non-Emergency Medical Transportation Report for State Fiscal Year 2023.

Trip Analysis for FY23

YTD Trip Analysis Summary							Total	Recipient	Provider
	Type 01	Type 02	Type 03	Type 04	Type 07	Type 08	Trips	No Shows	Reroutes
Totals	446	1,117,437	88,150	1,017,779	216,346	430,837	2,870,995	103,900	
% of Trips	0%	39%	3%	35%	8%	15%			

Miles	Undup. Recipients	Eligibles	Utilization per Population	% of Undup	Cost per Trip	Cost per Mile	Average Trip Length	Cap Payments Made
36,837,825	244,229	1,589,988	15%	1%	\$ 53.99	\$ 4.21	12.831	\$ 155,004,828.97

Complaints from the State OTD Coordinators on the 1-800-line FY23

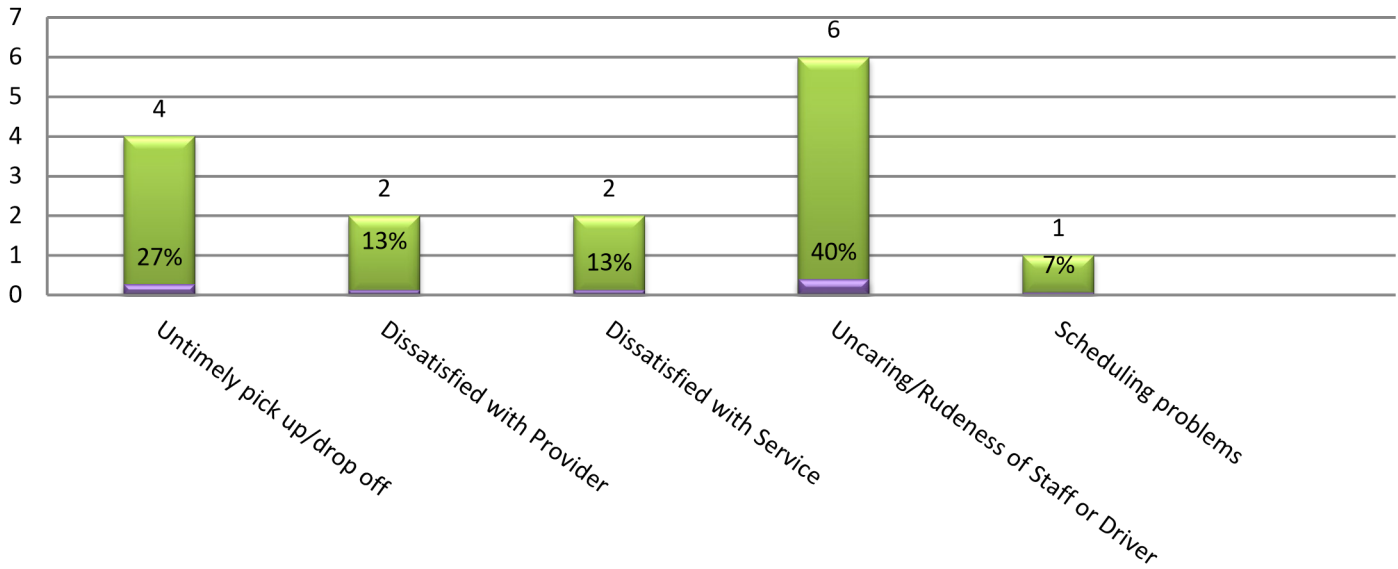
Complaints FY2023	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Totals
Dissatisfied with Provider	0	0	0	0	0	0	0	0	0	1	0	1	2
Dissatisfied with Broker	0	0	0	0	0	0	0	0	0	0	0	0	0
Dissatisfied with Service	0	0	0	2	0	0	0	0	0	0	0	0	2
Driver abandoned client	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid fraud being investigated	0	0	0	0	0	0	0	0	0	0	0	0	0
Provider No Shows	0	0	0	0	0	0	0	0	0	0	0	0	0
Riding too long	0	0	0	0	0	0	0	0	0	0	0	0	0
Scheduling problems	0	0	0	1	0	0	0	0	0	0	0	0	1
Service denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Untimely pick up/drop off	0	0	0	0	0	1	0	0	0	0	2	1	4
Uncaring/rudeness of Staff or Driver	0	0	0	1	1	0	0	0	0	1	1	2	6
Vehicle in compliance	0	0	0	0	0	0	0	0	0	0	0	0	0
Voicing opinions	0	0	0	0	0	0	0	0	0	0	0	0	0
Wants Freedom of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	4	1	1	0	0	0	2	3	4	15

Complaints from the State OTD Coordinators on the 1-800-line FY232 (continued)

Totals from July 2022 to June
2023

Region 1	
Region 2	1
Region 3	1
Region 4	3
Region 5	1
Region 6	2
Region 8	2
Region 9	1
Region 10	1
Region 11	
Region 12	
Region 13	1
Region 14	1
Region 15	
Region 16	1
Total for all Regions	15

HUMAN SERVICE TRANSPORTATION DELIVERY TOP 5 COMPLAINTS FOR FY 2023



CTAC Meetings FY23

February 21, 2023
 March 21, 2023
 April 18, 2023
 May – No meeting due to election day
 June 20, 2023

Encounter Data FY23

Encounter Data was received monthly throughout the fiscal year from the Brokerages and converted via text file using the 5010 X12 conversion software. All 1st level errors were returned to the Brokers for corrections. Upon receiving corrected data from the Brokers, encounters were uploaded via Move It DMZ for further processing at Gainwell Technology. Currently, all encounters for Fiscal Year 2023 are uploaded and processed through Gainwell Technology.

Subcontractor Rates FY23

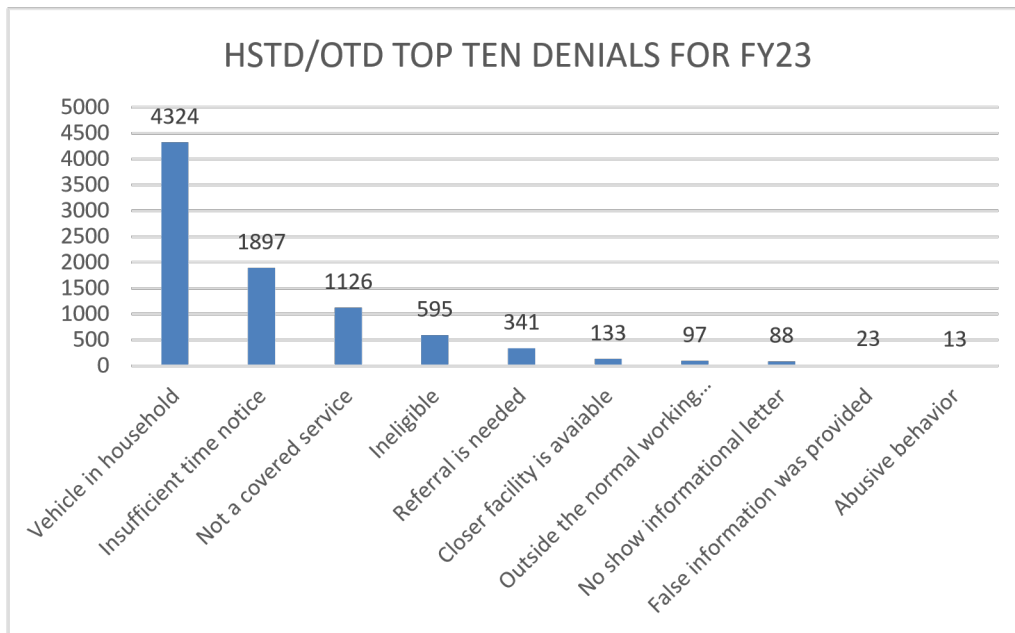
Subcontractor Rates were established effective July 1, 2022 for FY23. Subcontractor rates were adjusted May 1, 2023 for Regions 1, 2, 3, 4, 5, and 14. Subcontractor rates are subject to quarterly review and may be revised during the course of the fiscal year.

Cap Rate/Adjustments FY23

Region	Cap Rate
1	\$6.58
2	8.85
3	6.16
4	7.62
5	12.03
6	8.87
8	5.93
9	6.65
10	4.94
11	6.20
12	10.77
13	9.02
14	8.61
15	4.80
16	10.22

Non-Emergency Medical Transportation Denials FY23

REGION	% OF DENIALS	YTD Denials
1-----	15%	1151
2-----	6%	891
3-----	18%	1227
4-----	21%	1574
5-----	3%	383
6-----	10%	629
8-----	1%	172
9-----	4%	242
10-----	3%	197
11-----	4%	319
12-----	8%	741
13-----	3%	391
14-----	3%	444
15-----	1%	238
16-----	1%	122
	100%	8657



Non-Emergency Medical Transportation Denials FY23 (continued)

FY2023	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	Totals
Abusive behavior	1	0	0	0	0	3	2	5	0	1	0	1	13
Closer facility is available	20	15	10	11	6	14	7	15	17	6	5	7	133
Declining to ride	0	0	0	0	2	0	0	0	0	0	0	0	2
Disruptive behavior	1	3	1	0	0	1	2	0	0	1	2	0	11
Distance is outside the program guidelines	1	1	0	2	0	0	0	0	0	0	0	2	6
False information was provided	5	4	2	0	0	2	3	1	2	1	0	3	23
Ineligible	43	50	37	32	33	51	66	41	60	44	61	77	595
Insufficient time notice	143	205	192	128	118	155	141	143	185	132	158	197	1,897
No show informational letter	5	18	8	1	12	6	7	3	5	9	7	7	88
Not a covered service	115	116	90	70	60	89	127	74	109	83	79	114	1,126
Outside the normal working hours	8	3	11	6	6	7	5	8	9	12	8	14	97
Referral is needed	26	25	29	17	25	33	25	33	38	30	26	34	341
Refuses to wear a seatbelt	0	0	0	0	0	0	0	0	0	0	1	0	1
Vehicle in the household	288	285	291	208	245	351	368	464	620	415	399	390	4,324
MONTHLY TOTALS	656	725	671	475	507	712	753	787	1045	734	746	846	8,657

Recipient Rider Survey (January 2022 – December 2022) Conducted January 2023

Kentucky Transportation Cabinet Office of Transportation Delivery 2022 Rider Survey							
REGION/PROVIDERS	Received by OTD	Satisfied	% Satisfied	Not Satisfied	% Not Satisfied	No Response	% No Response
Region 1	28	28	100%	0	0.00%	0	0.00%
Region 2	64	57	89.06%	1	1.56%	6	9.38%
Region 3	5	5	100.00%	0	0.00%	0	0.00%
Region 4	38	37	97.37%	0	0.00%	1	2.63%
Region 5	101	99	98.02%	1	0.99%	1	0.99%
Region 6	144	139	96.53%	4	2.78%	1	0.69%
Region 8	87	86	98.85%	0	0.00%	1	1.15%
Region 9	40	37	92.50%	2	5.00%	1	2.50%
Region 10	14	14	100.00%	0	0.00%	0	0.00%
Region 11	18	17	94.44%	0	0.00%	1	5.56%
Region 12	125	125	100.00%	0	0.00%	0	0.00%
Region 13	66	65	98.48%	0	0.00%	1	1.52%
Region 14	51	50	98.04%	0	0.00%	1	1.96%
Region 15	30	29	96.67%	0	0.00%	1	3.33%
Region 16	146	146	100.00%	0	0.00%	0	0.00%
TOTAL	957	934	97.60	8	0.84%	15	1.57%

Administrative Hearing Activity FY23

Region	Denial Reason	Hearing Status	Date of Hearing Request	OTD Notified of Hearing Date	Date of Hearing	Date Received Final Decision	Date of Final Decision	Final Decision
3	Vehicle in Household	Final	2/18/2022	n/a	n/a	7/17/2023	6/8/2023	Dismissed as Default
9	Vehicle in Household	Final	10/21/2022	n/a	n/a	1/18/2023	1/6/2023	Dismissed as Moot
15	Vehicle in Household	Final	1/12/2023	n/a	n/a	8/9/2023	7/23/2023	Dismissed as Withdrawn
3	Seriously Disruptive/Abusive	Final	2/2/2023	n/a	n/a	6/1/2023 & 6/21/2023	5/29/2023	Dismissed as Withdrawn
8	Referral is needed	Recommended	4/12/2023	n/a	n/a			
8	Disruptive Behavior-10 day	Recommended	5/17/2023	n/a	n/a			
4	Vehicle in Household	Final	9/11/2023	n/a	n/a	11/2/2023	10/30/2023	Dismissed as Moot

Letters from the Secretary's Office FY23

- ✓ No letters from the Secretary's office

Private Auto Provider Application Approvals Activity FY23

- ✓ No Private Auto Provider Application approvals for FY23

Foster Parent Application Approvals Activity FY23

OTD Received	OTD Approved	Submitted to DMS	Comments	Approved Date	Approval Sent to Broker
9/16/2022	9/19/2022	9/19/2022		10/17/2022	10/18/2022
8/17/2022	8/19/2022	8/19/2022		8/31/2022	9/1/2022
7/27/2022	7/28/2022	7/28/2022		8/17/2022	8/19/2022
7/19/2022	7/20/2022	7/21/2022	ins exp 8/1/22	10/12/2021	11/2/2022
10/12/2022	10/12/2022	10/12/2022		11/2/2022	11/3/2022
10/24/2022	10/24/2022	10/24/2022			
10/26/2022	10/26/2022	10/26/2022	app'd for Kia only		
10/26/2022	10/26/2022	10/26/2022			
10/31/2022	11/1/2022	11/9/2022		11/14/2022	11/22/2022
11/9/2022	11/9/2022	11/9/2022	Only 2017 Mazda is app'd	11/15/2022	11/22/2022
11/22/2022	11/22/2022	11/22/2022		12/19/2022	12/20/2022
12/5/2022	12/6/2022	12/6/2022		1/6/2023	1/9/2023
12/5/2022	12/6/2022	12/6/2022		1/6/2023	1/9/2023
12/19/2022	12/20/2022	12/6/2023		1/11/2023	1/12/2023
1/5/2023	1/5/2023	1/5/2023		1/23/2023	1/25/2023
1/5/2023	1/10/2023	1/10/2023		1/24/2023	1/25/2023
1/5/2023			veh isn't in her name		
1/10/2023	1/26/2023	1/27/2023	Mazda ins exp 2/5/2023		
1/25/2023	1/26/2023	1/27/2023			
1/25/2023	1/26/2023	1/27/2023			
1/25/2023	1/26/2023	1/27/2023			
2/7/2023	2/7/2023	2/7/2023		3/1/2023	3/2/2023
2/8/2023	2/8/2023	2/8/2023			
3/1/2023	3/17/2023	3/17/2023			
3/1/2023	3/16/2023	3/16/2023			
3/1/2023	3/16/2023	3/16/2023			
3/1/2023	3/16/2023	3/16/2023			
3/15/2023	3/16/2023	3/16/2023		4/3/2023	4/4/2023
3/21/2023	3/21/2023	3/21/2023			
3/28/2023	3/28/2023	3/28/2023		5/1/2023	5/2/2023
4/4/2023	4/28/2023	4/28/2023		5/24/2023	5/26/2023
4/4/2023	4/28/2023	4/28/2023		5/24/2023	5/26/2023
4/18/2023	4/18/2023	4/18/2023		5/24/2023	5/26/2023
5/15/2023	6/13/2023	6/13/2023	Limited to Enuinox only	7/11/2023	7/12/2023
5/15/2023	5/30/2023	5/30/2023		6/22/2023	6/23/2023
6/5/2023	6/13/2023	6/13/2023		7/6/2023	7/7/2023
6/5/2023	6/13/2023	6/13/2023	limited to Acadia only	7/11/2023	7/12/2023
6/13/2023	6/13/2023	6/13/2023		7/6/2023	7/7/2023
6/30/2023	6/30/2023	6/30/2023		8/28/2023	8/29/2023
6/30/2023	6/30/2023	6/30/2023		7/24/2023	7/25/2023

If you have any questions regarding the information provided, please contact Vickie Bourne, Executive Director, or Jeremy Thompson, Regional Program Manager, at 502-564-7433. Thank you.

VB/JT/DM

cc: Eddie Newsome, DMS – Administrative Branch Manager