

Statewide Medicaid Managed Care (SMMC) Program

Administrative Performance Improvement Project – Administration of the Transportation Benefit

This statewide PIP focuses on the administration of the transportation benefit, specifically focusing on the rate of scheduled trips resulting in the enrollee arriving to their scheduled appointment on time.

Study Question

Do targeted interventions increase the percentage of scheduled Leg A trip requests where the member was delivered before or on time for their scheduled appointment?

Study Population

The total number of scheduled Leg A trip requests. “Leg A” is defined as transportation from the originating pick-up site to the provider/appointment location.

Study Indicator

Title: The percentage of scheduled Leg A trip requests that resulted in the enrollee arriving to their scheduled appointment on time during the measurement period.

Numerator: The number of scheduled Leg A trip requests where the enrollee was delivered to the provider/appointment location prior to or at the exact scheduled appointment time.

Denominator: The number of scheduled Leg A trip requests during the measurement period.

Exclusions:

- Scheduled Leg A trip requests that were cancelled by the enrollee.
- Medicaid service appointments that were cancelled or rescheduled not due to tardiness by the enrollee.
- No shows – meaning that the enrollee is not at the originating pick-up site when the transportation vendor arrives at the site as scheduled.
- When delays in transporting the enrollee are due to the enrollee not providing sufficient information regarding their transportation needs.

Data Collection

Administrative data, no sampling is allowed. The plan will need to describe how they are capturing the data regarding transportation administratively.

Measurement Period

The plans are required to measure this monthly. As part of the Performance Improvement Project documentation, the plans should indicate the timeframe of intended interventions and how they will be assessed using the monthly measurements.