



Behavioral Health Program Oversight Council
Wednesday, June 12th, 2024

Agenda

- **MTM Metrics**

- Trip Volume
- Distinct Members using NEMT
- Call Volume
- Abandonment Rate
- Average Speed of Answer
- Complaints
- Substantiated Complaint Rate
- Member Satisfaction

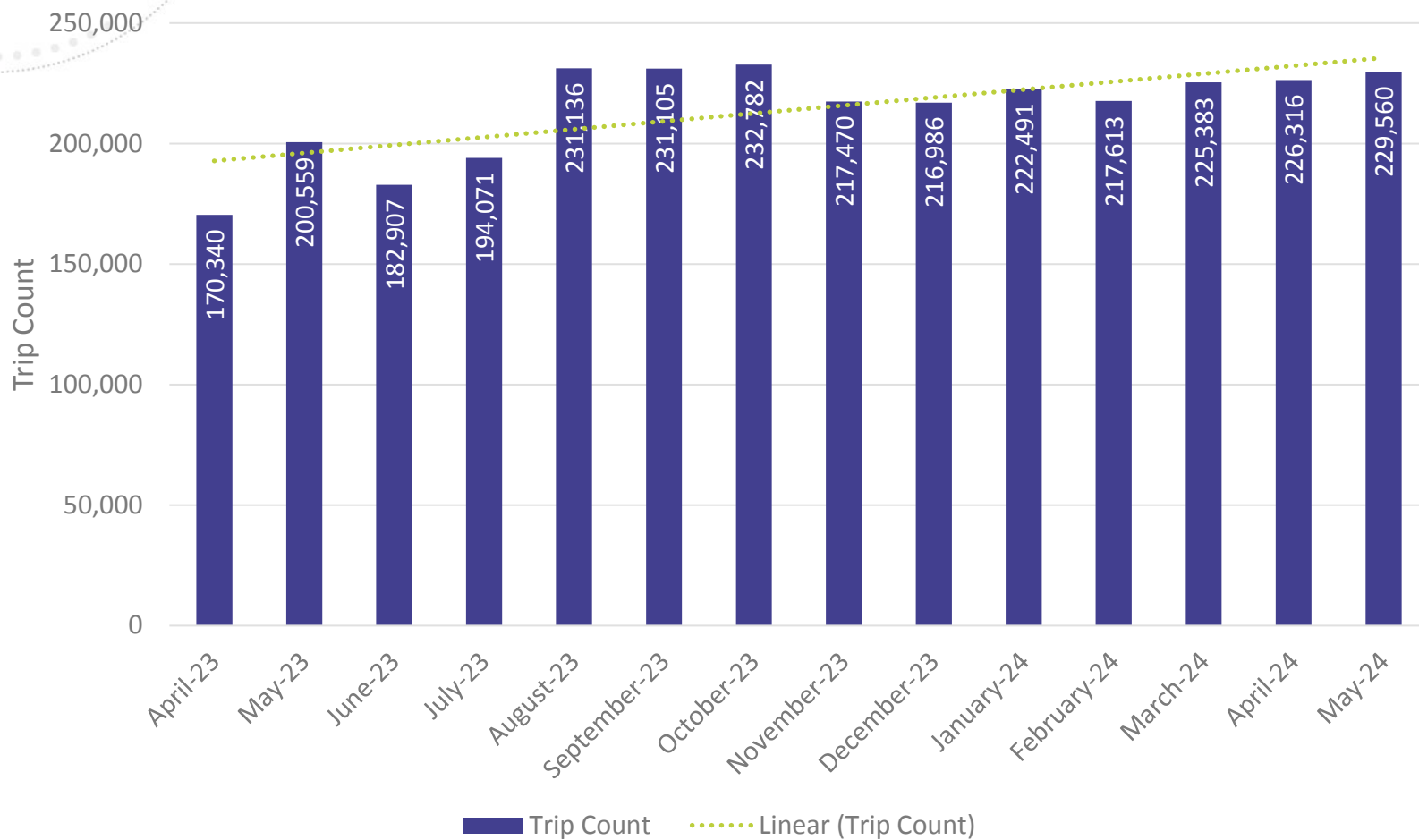
- **MTM Updates**

- Program Improvements
- On-site visits

MTM Utilization Metrics

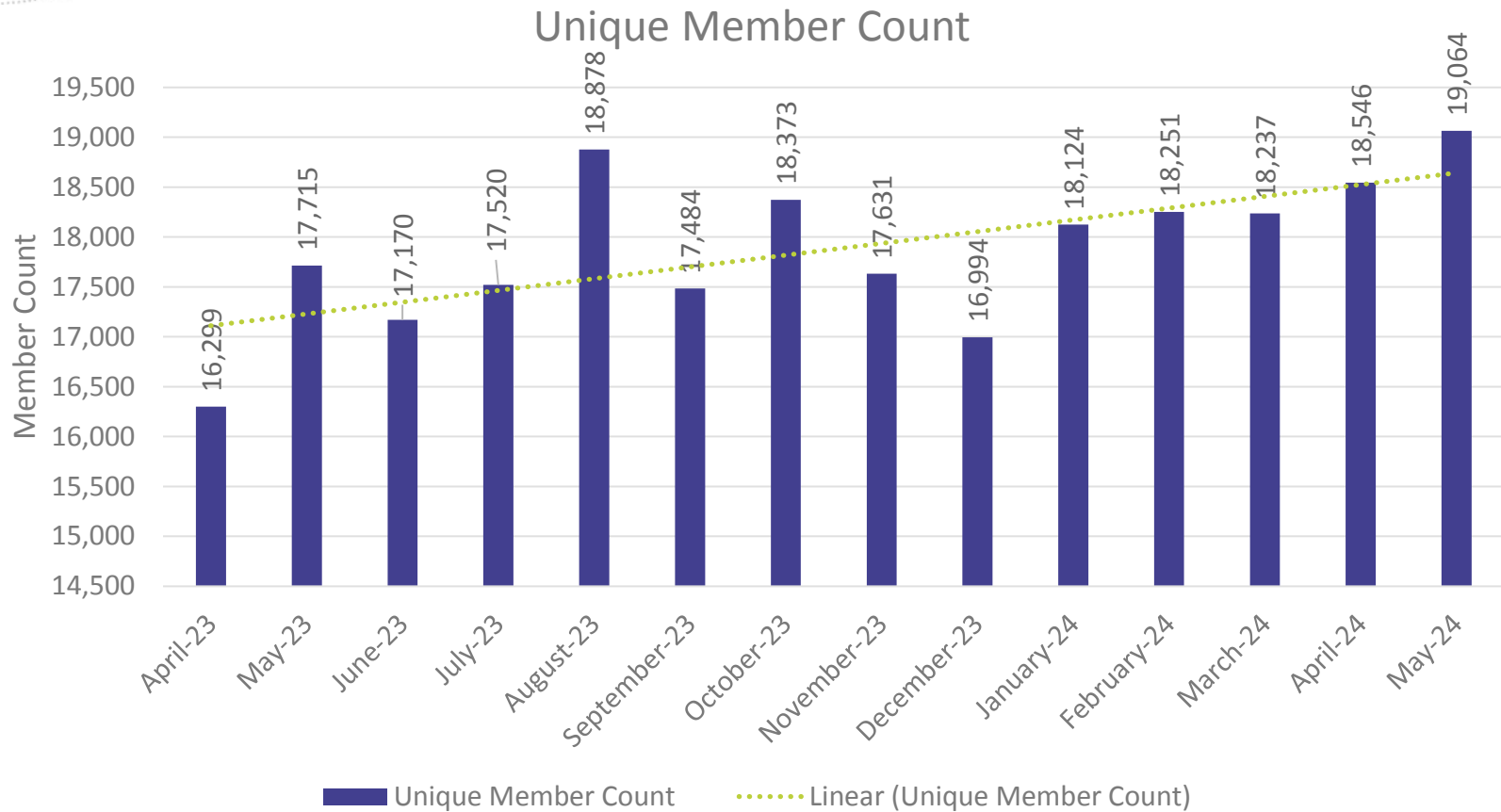
April 2023 – May 2024

Trip Volume



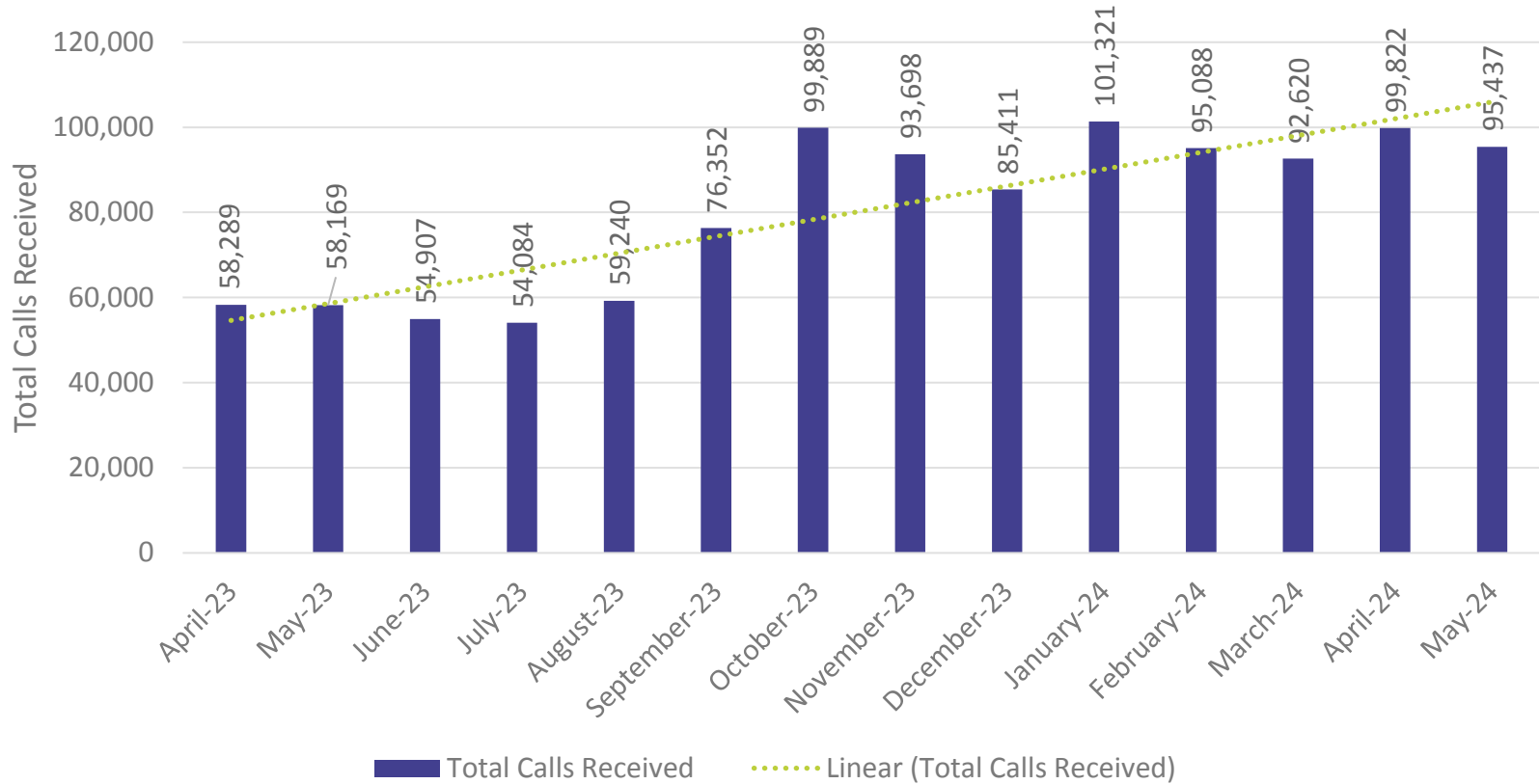
* claims can be submitted up to 90 days after appointment date

Distinct Members using NEMT

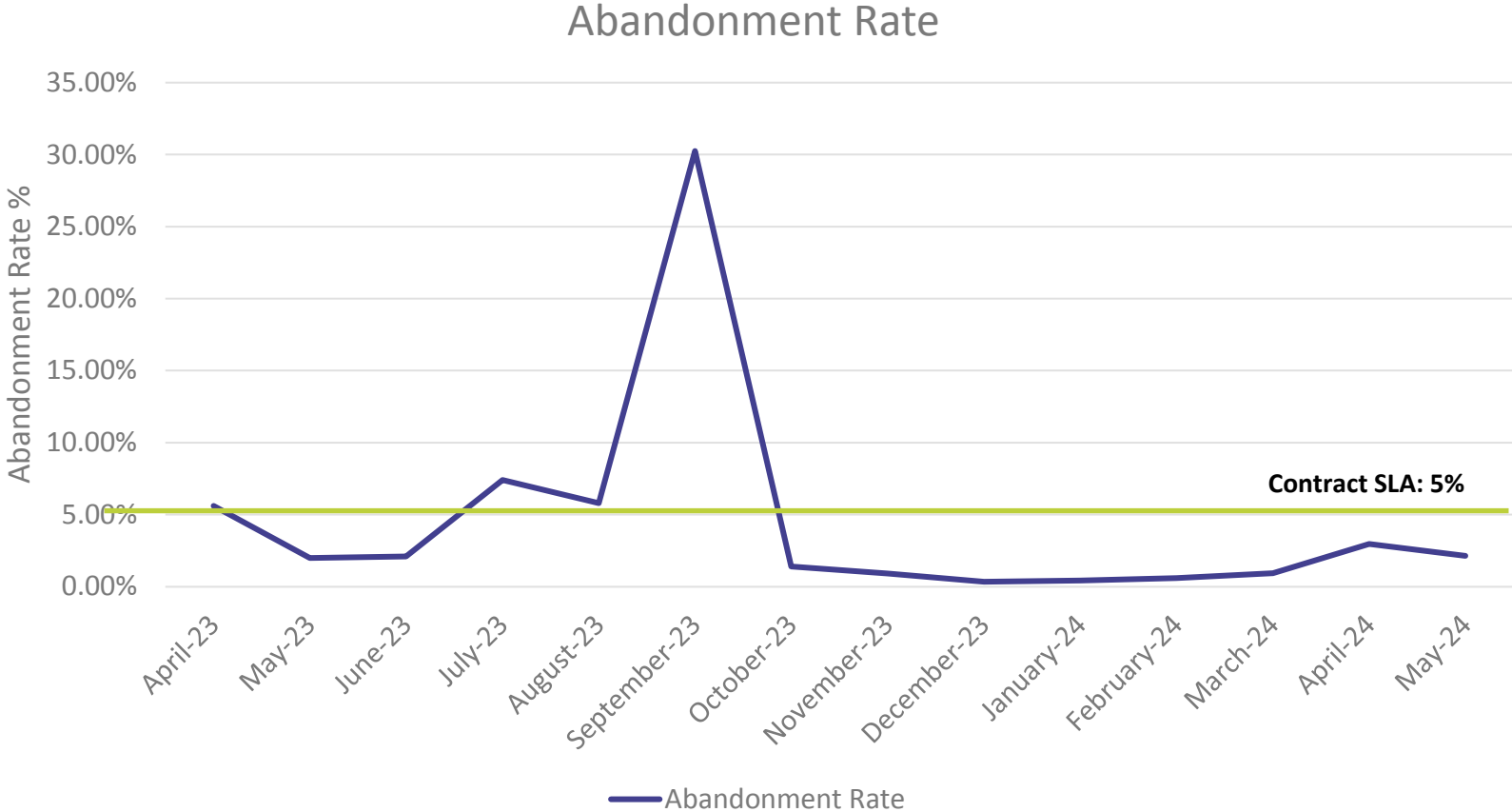


Call Volume

Total Calls Received

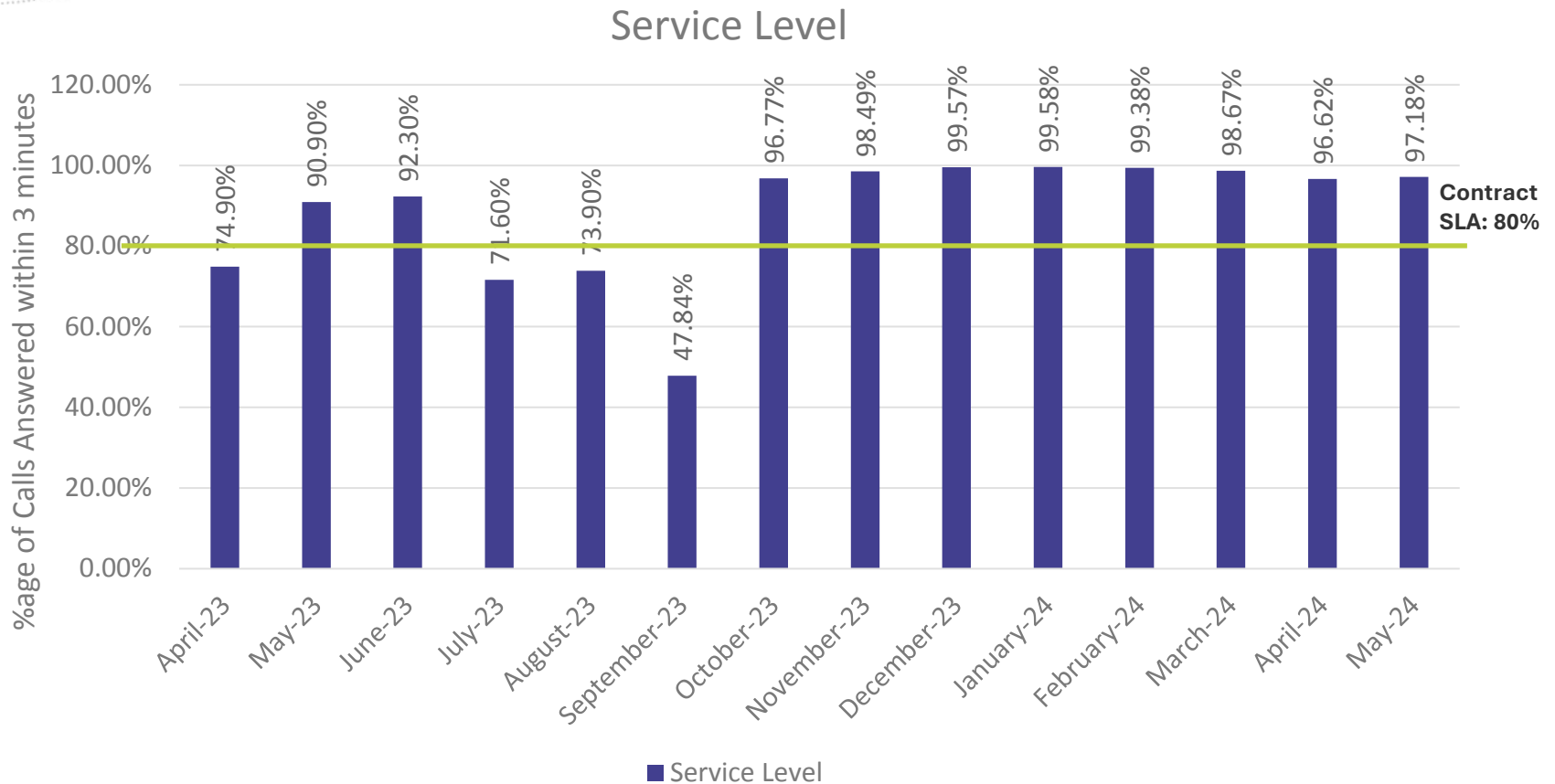


Abandonment Rate



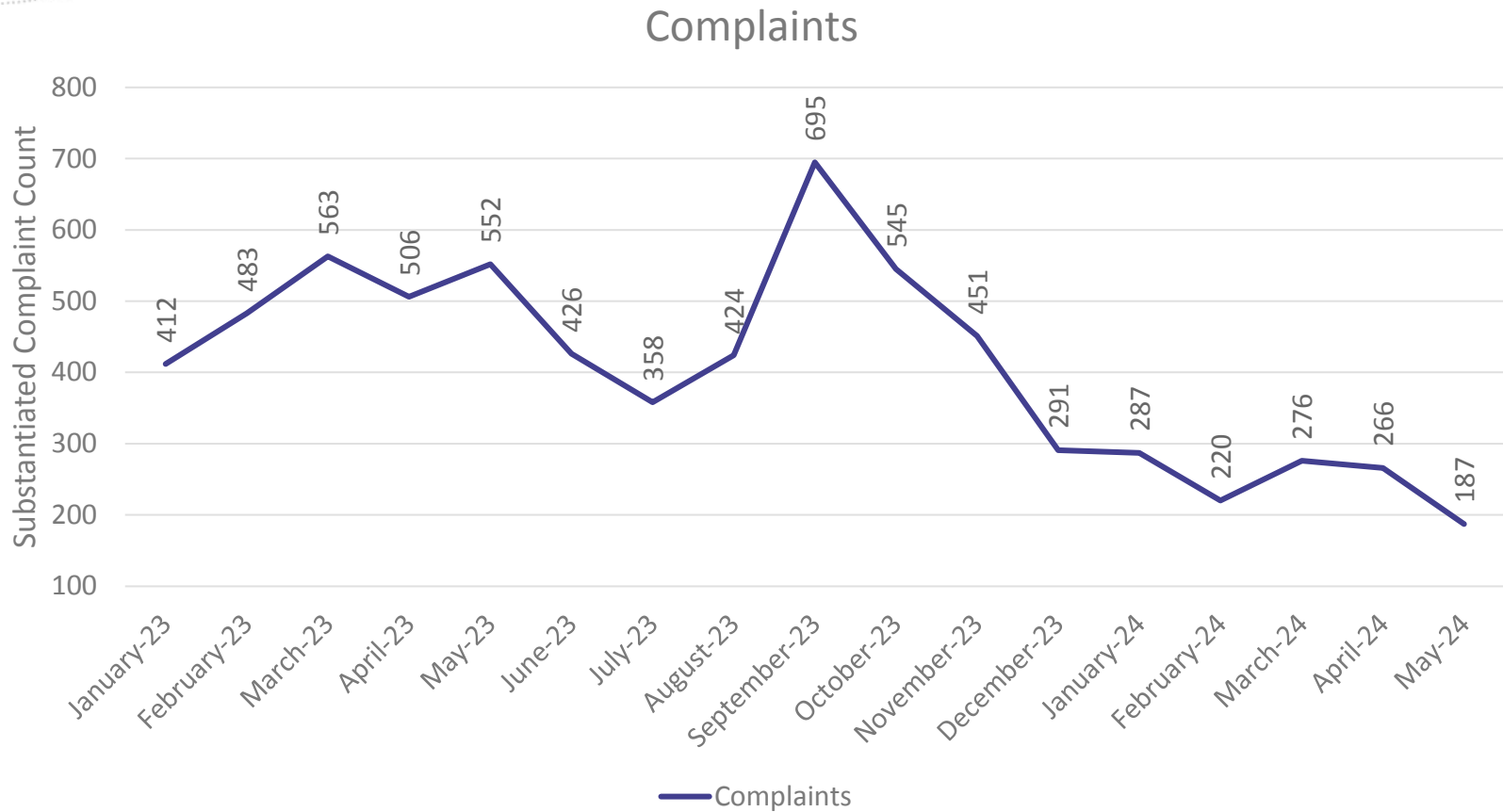
Abandonment Rate KPI: 5%

Average Speed of Answer

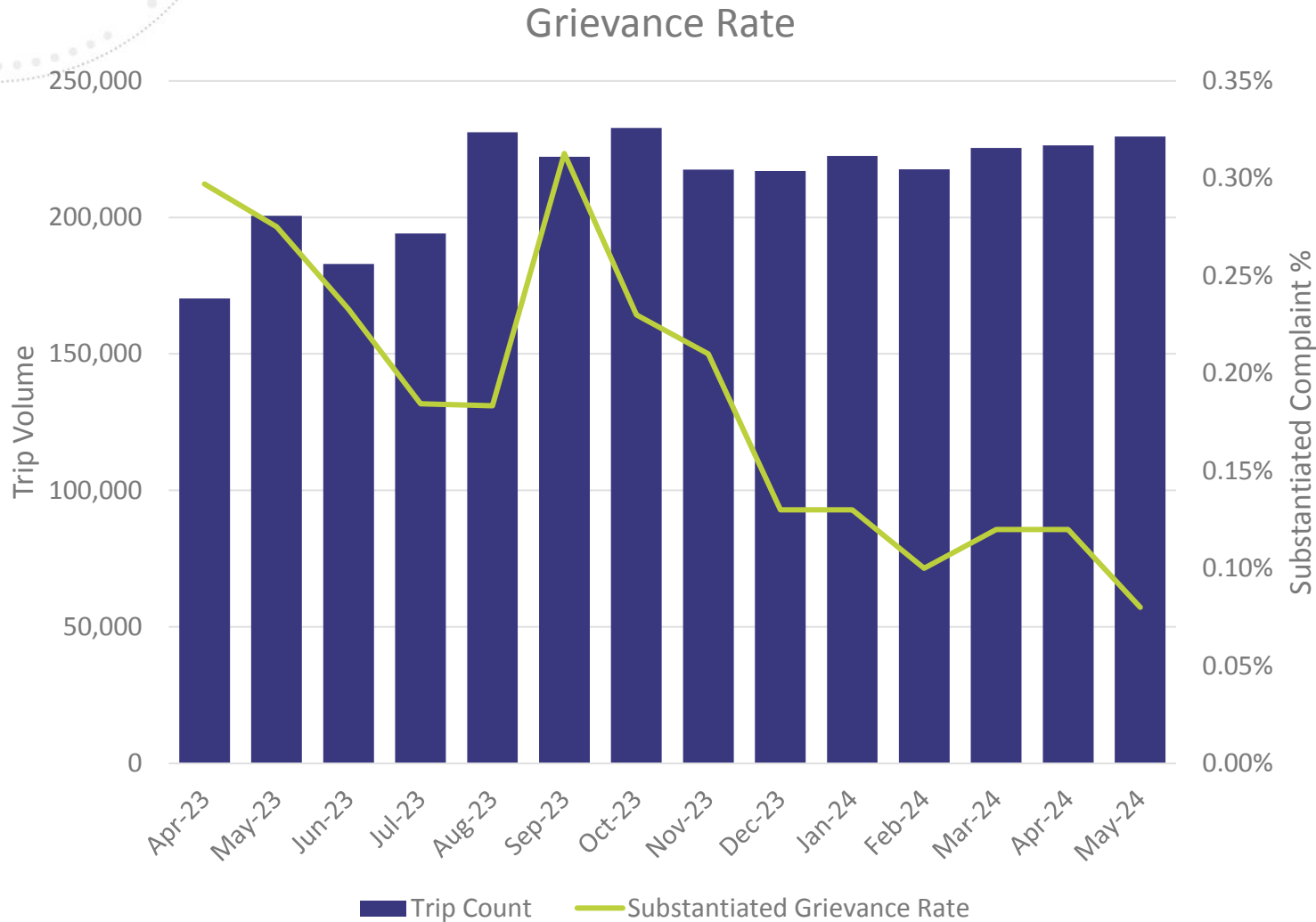


Service Level KPI: 80% of all calls must be answered within 3 minutes.

Complaints



Substantiated Grievance Rate



Member Satisfaction



KPI: 90% Satisfaction Rate from the Post Call Automated Customer Satisfaction Survey

**MTM Program Improvements
Jan 2024 – May 2024**



Continual Program Improvement



Field Audits on
Driver
Performance:
33 facilities
visited since
March 2024



Facility
Escalation Line
Pilot:
Launched
4/29/24 with 6
healthcare
providers



New Facility
Portal:
Migrated 500
facilities and
over 1,000
users on
3/11/24



Waiver of
Medical
Necessity
Forms:
Members over
65 and
Members with
critical trips



Improving
Network
Adequacy:
New providers
in rural counties
and expanded
on-demand
program



Continual Program Improvement



Improving Self-Service Options for Members and Facilities

Real-time trip management and tracking available via the member app or web portal



GPS Compliance

~95% of trips had real time data available for May 2024 providing members and facilities with driver and vehicle tracking information

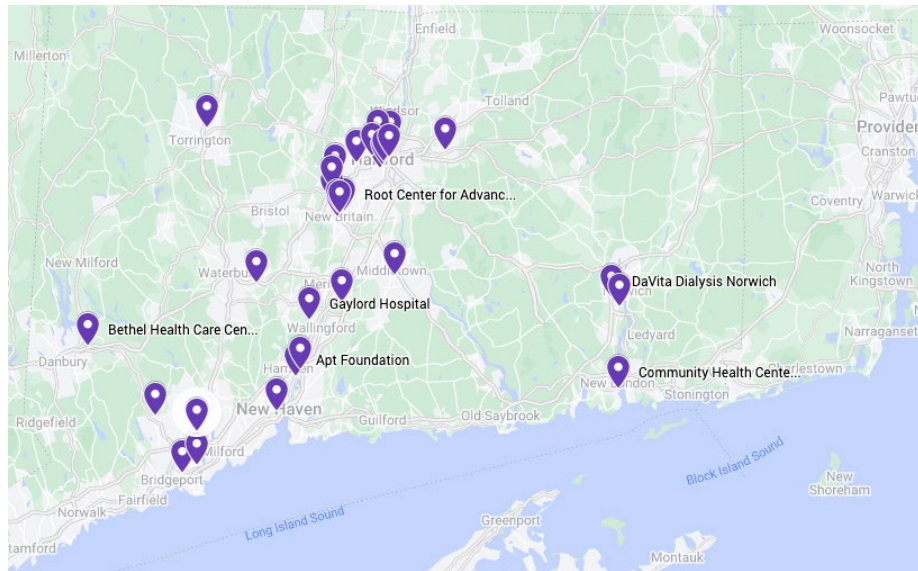


Regular Call Center Education

Weekly communication reminders to call center representatives on protocols related to scheduling urgent and life-sustaining trips under 48 hours, especially for behavioral health and drug rehabilitation programs



2024 On-Site Facility Visits



Yale New Haven Hospital	Hartford Hospital ERD/ERC Building
Connecticut Children's Primary Care	Yale-New Haven Hospital - North Haven Campus
Root Center for Advanced Recovery - New Britain Clinic	CMHA New Britain
Hospital of Central CT (Outpatient Psychiatry)	Dialysis Clinic, Inc.
Apt Foundation	Bridgeport Hospital
Hartford HealthCare Medical Group	The Hospital of Central Connecticut - New Britain General Campus
Liberation Programs Bridgeport Outpatient Services	Health Care Resource Centers Hartford
Center Building - Institute of Living	Community Health Center of New London
Root Center for Advanced Recovery - Doctors Clinic	Hospital for Special Care
Middlesex Hospital	ROOT Norwich
DaVita Norwich	Women's Obstetrics & Gynecology, P.C.
Capital Region Mental Health Center	Gaylord Hospital
DaVita Waterbury Dialysis Center	Root Center for Advanced Recovery - Torrington Clinic
Wheeler Health - Hartford Family Health & Wellness Center	Hartford Healthcare
Recovery Network of Programs, Inc.	Bethel Health Care Center
Straford Medicine (Hartford Healthcare)	UConn Health
Rushford Meriden	

Questions?