MDWISE TRANSPORTATION BENEFIT MANAGEMENT
Agenda

- Ride Right History
- Requesting Services for a Member as a Medical Provider
- Serving MDwise Members as a Transportation Provider
RIDE RIGHT HISTORY:
IN INDIANA AND ACROSS THE COUNTRY
Ride Right began operations in 2009, providing fixed-route and para-transit service with a focus on passenger experience and a hands-on management approach.
Ride Right began as the transportation benefit manager for the MDwise Hoosier Healthwise population on December 15, 2010.
In 2015, Ride Right partnered with MDwise to manage the HIP 2.0 and Hoosier Care Connect expansion; trip volume increased 100%.
While growing with MDwise, Ride Right has expanded services nationally, servicing over 750,000 trips annually.
Ride Right Program Goals

- Eliminating barriers to health care
- Assisting in member recruitment and retention
- Reducing potential fraud, waste and abuse
- Reducing Transportation Costs by Increasing Efficiency
REQUESTING SERVICES:
A GUIDE FOR MEDICAL PROVIDERS
Requesting Service

- Ride Right ensures access to medical treatment through its Call Center and Provider Services.
- Service can be requested by a member or their authorized representative, this could be their medical provider.
How can Ride Right be reached?

- 1-888-513-0710 | Hoosier Healthwise
- 1-844-239-5972 | HIP 2.0
- 1-844-239-5973 | Hoosier Care Connect
Requesting Service

- When can Ride Right be reached?
  - Monday – Friday; 8:00am – 8:00pm EST.
  - Open 24/7 for non-routine, urgent scheduling and ER discharges.
What can I expect when I call?
- Agents are friendly and educated in MDwise protocols. Agents receive ongoing coaching.
- Average Speed to Answer < 30 seconds
- Abandonment Rate < 5%
What information should callers provide?
- Member’s ID (RID) number and personal information
- Special needs that would affect transportation
- All medical appointment information
How much notice should members give?

- Callers must provide 2 business days’ notice for all trips.
- We will make attempts to schedule under the days’ notice, but cannot guarantee success.
Is there a limit on the amount of trips?

- After 20 trip legs, Ride Right will work with MDwise to authorize additional trip legs.
- The same process applies to trips over 50 miles.
- Members or their representatives will not need to take any additional actions for these trips.
Requesting Service

- Ride Right will assign the trip to the most appropriate Transportation Provider.
  - Distance
  - Cost
  - Mobility Needs
Requesting Service

Transportation Modes

- Ride Right will consider the caller’s mobility and special needs to assign the most appropriate mode of transportation.
Providing Feedback

- Member Surveys conducted by a third-party to measure satisfaction with call center and transportation performance.
- Grievances may be filed through Ride Right’s We Care line: 1-866-436-0457.
  - Thorough Investigation and Resolution
  - Member Acknowledgement
  - Grievance Summary Reports sent to MDwise
SERVING MDWISE MEMBERS:
A GUIDE FOR TRANSPORTATION PROVIDERS
The process for becoming a contracted Transportation Provider includes contracting, credentialing, and training.

After becoming a Transportation Provider, Ride Right will ensure you are completely equipped for success.
Serving MDwise Members

Contracting

- Ride Right’s standard service agreement will be sent for your review.
- Ride Right will work with you individually to establish a unique rate structure.
Serving MDwise Members

Credentialing

- Ride Right providers undergo a thorough background and credentialing process to ensure member safety.
- Your company and each driver and vehicle will be screened by Ride Right prior to service.
Serving MDwise Members

Company Credentialing Requirements

- IHCP Registration
- Federal Exclusion List Check
- Commercial and Automotive Insurance
- Workers’ Compensation Coverage
Serving MDwise Members

Company Credentialing Requirements

- Training
  - Assisting Passengers with Disabilities
  - Emergency Situation Training
  - First Aid
  - Fraud, Waste and Abuse
  - HIPAA
  - Wheelchair Securement
  - Defensive Driving
Serving MDwise Members

Driver Credentialing Requirements

- Driver’s License
- Driving Record
- Drug Screen
- Background Check
Vehicle Credentialing Requirements

- Vehicle Registration
- Ride Right Vehicle Inspection
Serving MDwise Members

Credentialing Platform

- Web-based storage system keeps your documentation together
- Automated reminders will ensure you never lapse.
Serving MDwise Members

Credentialing Platform

- Each credential will be reviewed by Ride Right and will be approved or rejected in an average of 1-3 business days.
Provider Training

- Each Provider will be paired with a dedicated Network Trainer to guide you through each step of the transportation process.
Oversight

- Transportation Providers are overseen by a Network Manager who monitors performance, vehicle conditions, and ensures network adequacy.
- The Network Manager will assist with all questions regarding service and will monitor your performance.
Serving MDwise Members

Transportation Provider (TP) Helpdesk

- After your initial training and alongside your Network Manager, Ride Right’s TP Helpdesk will provide real-time support.
- The TP Helpdesk will provide answers about trips, member information, credentials, claims, and more.
Serving MDwise Members

Transportation Provider (TP) Helpdesk

- (877) 892-3997
- tphelpdesk@mtm-inc.net
- Monday-Friday, 7:00am-10:00pm
Billing for Service

- Transportation Providers will utilize Ride Right’s online claims portal to bill for services rendered.
- Ride Right pays claims within 21 days of your submission.
Who can become a Provider?

- Ride Right works with both small and large companies, local government agencies, and even medical providers who want to transport the members they treat.

- [https://www.ride-right.net/transportation-provider-application/](https://www.ride-right.net/transportation-provider-application/)
Serving MDwise Members

How long does it take to become a provider?

- Ride Right strives to get new providers on the road within 30 days from their application, as long as all credentialing pieces are in place.
- To expedite the process, you should ensure IHCP registration is completed and have other credentials ready for Ride Right to review.
It is estimated that transportation is a barrier to healthcare for 3.6 million Americans. Through accessible scheduling and transportation resources, Ride Right seeks to ensure continuity of care by connecting members to their medically necessary services.
Ride Right is honored to be the transportation program manager for MDwise.

QUESTIONS?