MDwise Transportation
Ride Right LLC.

Presented by: Duane Williams, Senior Account Executive
Company History

- Ride Right started operations in 2009 to provide fixed-route and para-transit service
- Management of Ride Right has over 70 years combined transit experience
- Indiana WBE Certified

December 15, 2010

Ride Right began managing the transportation benefit for MDwise Members on December 15, 2010

- Average 10,000 calls per month
- Average 9,900 trips per month
Ensures continuity of care
Eliminates community barriers for members
Offers value-added benefits to members
Aids in member recruitment & retention

Ride Right

MDwise Plan Criteria
Transportation protocols developed in concert with MDwise
- Follows IHCP regulations
- Utilizes most appropriate mode of transportation
- Eliminates barriers in members seeking medical care
**Hours of Operation**

Calls are answered in our Topeka, KS call center

- Monday-Friday 7am-7pm ET
- All other hours including holidays we will schedule urgent trips, trips from the ER and hospital discharges

**Call Intake and Set Up**

<table>
<thead>
<tr>
<th>Role</th>
<th>Tasks</th>
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<tbody>
<tr>
<td>Member</td>
<td>Calls (800) 356-1204 and select the option for transportation</td>
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<tr>
<td>Ride Right CSR</td>
<td>Verifies eligibility &amp; special needs, Schedules trip with transportation provider, Relays trip information to member</td>
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<tr>
<td>Transportation Provider</td>
<td>Transports member, Obtains signatures for each trip leg</td>
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**Lead Time**

**Routine Appointments**
2 Business days advance notice

**Same Day Requests for Urgent or Sick Visits**
Ride Right will make every attempt to schedule the trip and educate the member on days notice

**Transportation Benefit**

20 one-way trips per year

- Exceptions
  - Immunizations
  - Pediatric Services
  - Physical Exam
  - Prenatal Services
  - PMP visits
  - Dialysis
  - Transportation to an open access facility
Modes of Transportation

- Ambulatory (Sedan or Taxi)
- Wheelchair Equipped Vehicles
- Public Transport (Bus)
- Mileage reimbursement ($0.40/mile)
- Non-emergent Ambulance
- Stretcher Van

Network Management

Network Development
- Contracts with transportation providers
- Ensures network adequacy
- Credentialing

Network Management
- Education and training
- Completes on-site visits and background checks
- Holds annual provider meetings
Electronic Scheduling and Billing

- Web based system
- Secure Server
- On-line Claims Billing
- Transportation Provider Help Desk
  -1-877-892-3997

Quality Management

QM activities include:
- Quality Management Committee
- Tracking and Trending
- Quality audits of our Call Center Staff
- Fraud detection and prevention
- Risk Management
- Compliance and Performance standards
Grievances

- Grievances received by Ride Right are documented, investigated and resolved by Ride Right within 2 business days of receipt.
- Acknowledgement letters are sent by Ride Right
- Complaints received by MDwise will be documented and forwarded to Ride Right for documentation, investigation and resolution
- Ride Right provides a daily, weekly and monthly written summary of complaint investigations and findings to MDwise

Care Management

- Assists MDwise Delivery System Case Managers & Care Coordinators with trip requests for members with special needs
  - Dialysis
  - Behavioral health
  - Recurring trips
QUESTIONS?

Ride Right is honored to be the transportation program manager for MDwise