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 11,000 calls per month
- Average 9,700 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

**Member**
- Calls (800) 356-1204 and select the option for transportation

**Ride Right CSR**
- Verifies eligibility & special needs
- Schedules trip with transportation provider
- Relays trip information to member

**Transportation Provider**
- Transports member
- Obtains signatures for each trip leg
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
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

removing barriers for individuals attempting to access healthcare and community services
QUESTIONS?

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