MDwise Transportation
Ride Right LLC.

Presented by: Duane Williams, Account Manager
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 9,500 trips per month
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 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

### MTM CSR
- Verifies eligibility and special needs (If member is not eligible, they are referred back to the health plan)
- Gains authorization from delivery system when necessary
- Schedules trip with available provider
- Relays trip information to member

### Transportation Provider
- Transports member
- Gives member number to call for return ride
- Has member sign log sheet at end of every trip
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 and grievances received by MDwise will be documented and monitored 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

Care Managers assist Case Managers with transportation requests for members with special needs

- Dialysis
- Behavioral Health
- Disabled member
- Recurring trips
QUESTIONS?

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