MDwise Transportation Benefit Management
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/Mdwise Partnership

- Ride Right began as the transportation benefit manager for the MDwise Hoosier Healthwise population on December 15, 2010.
- In 2015, Ride Right expanded services to HIP.
While growing with MDwise, Ride Right has expanded services nationally, servicing over 1.2M trips annually.
Program Goals

▪ Eliminating barriers to health care
▪ Ensuring Continuity of Care
▪ Assisting in member recruitment and retention
▪ Reducing potential for fraud, waste and abuse
Program Criteria

- Aligned with IHCP standards for member service and provider requirements
- Utilization of most appropriate mode of transportation
Accessing Service

Ride Right ensures access to medical treatment through its Call Center and Provider Services.
Accessing Service: Call Center

- How can Ride Right be reached?
  - 1-844-239-5972 | HIP
  - 1-888-513-0710 | Hoosier Healthwise
When can Ride Right be reached?

- Monday – Friday; 8:00am – 8:00pm EST.
- Open 24/7 for non-routine, urgent scheduling and ER discharges.
Accessing Service: Call Center

- What can I expect when I call?
  - CSRs are professional, friendly, educated in MDwise protocols and receive ongoing coaching.
  - Average Speed to Answer < 30 seconds
  - Abandonment Rate < 5%
Accessing Service: Call Center

- What information should callers provide?
  - Your RID number and personal information
  - Special needs that would affect transportation
  - All medical appointment information
Accessing Service: Call Center

▪ How much notice should members give?
  ▪ Members must provide 2 business days’ notice for all trips.
  ▪ Ride Right will make attempts to schedule under the days’ notice but cannot guarantee service.
Is there a limit on the amount of trips?

After the first 20 trip legs, Ride Right will seek authorization from MDwise for additional trip legs.
Once trips are scheduled with the Call Center, they will be assigned to a transportation provider.
Transportation Modes

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

- PUBLIC (BUS)
- GAS REIMBURSEMENT
- SEDAN
- WHEELCHAIR
- STRETCHER
- AMBULANCE
Credentialing

- Ride Right providers undergo a thorough background and credentialing process to ensure member safety.
Accessing Service: Providers

Credentialing

- Web-based storage system
- Automated renewal reminders
Accessing Service: Providers

Oversight

- Transportation Providers are overseen by a Network Manager who monitors performance, vehicle conditions, and ensures network adequacy.
Accessing Service: Providers

Claims
- Web-based submissions
- Mobile Capabilities
- Prompt Payment
Accessing Service: Providers

TP Helpdesk
- Real-time support
- 7:00am – 8:00pm EST
Through accessible scheduling and transportation resources, Ride Right seeks to ensure continuity of care by connecting members to their medically necessary services.
Program 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
Ride Right is honored to be the transportation program manager for MDwise.

QUESTIONS?