

Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

1.	10:00	Call to Order	Dale Hackett & Mary Kate Mohlman, Co-Chairs
2.	10:05	Roll Call Establish Quorum Approve Previous Minutes	Zack Goss, Health Care Training and Communication Manager (Department of Vermont Health Access, "DVHA")
3.	10:10	Non-Emergency Transportation	Peter McNichol, Member & Provider Services Supervisor (DVHA)
4.	11:00	DVHA language access planning	Rob Larkin, Provider Relations Specialist (DVHA)
5.	11:15	Budget Update	Allison Nowak, Financial Director II (DVHA) Andrea De La Bruere, Commissioner (DVHA)
6.	11:35	Commissioner's Office Update	Andrea De La Bruere, Commissioner (DVHA) Adaline Strumolo, Deputy Commissioner (DVHA)
7.	11:45	Public Comment	Dale Hackett & Mary Kate Mohlman, Co-Chairs
8.	11:50	Final Committee Discussion	Dale Hackett & Mary Kate Mohlman, Co-Chairs
9.	12:00	Adjourn	Dale Hackett & Mary Kate Mohlman, Co-Chairs

**February 27, 2023
10:00-12:00pm**

Roll Call, Quorum, January 23, 2023 Meeting Minutes

Zack Goss, Health Care Training and Communication Manager (DVHA)

Non-Emergency Medicaid Transportation

Peter McNichol, Member & Provider Services Supervisor (DVHA)

What is Non-Emergency Medicaid Transportation (NEMT)?

Non-Emergency Medical Transportation (NEMT) is a covered service for members enrolled in Medicaid and Dr. Dynasaur programs. NEMT is a statewide service for providing transports for eligible people to and from necessary, non-emergency medical services. It is provided through a Personal Services Contract between the State of Vermont, Department of Vermont Health Access (DVHA) and the Vermont Public Transportation Association (VPTA), which is comprised of a regional network of public transit providers.

How NEMT is administered:

- Physician Referral Form
- Bus exemption
- Vehicle exceptions
- DMV/Address Checks
- Phone calls/Emails
- Over \$1,000 claims processing
- Appeals

CY2022 NEMT Facts and Figures

CY 2022 Monthly Performance Report

<u>Trip Reporting</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Total Rides Provided	23,557	22,013	27,029	25,553	25,702	26,261	24,442	26,582	25,383	25,232	25,303	24,627
<u>Complaint Report</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Resolved	21	40	39	23	35	38	28	12	15	41	18	18
Unresolvable	3	0	0	1	1	0	0	0	1	41	18	18
<u>Telephone Call Report</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Total Number Medicaid Calls	27,736	24,044	27,671	23,965	22,263	22,157	21,440	22,080	23,000	20,728	19,260	21,479
<u>DVHA Referrals Processed</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Total Number of Referrals DVHA processed	458	409	502	449	501	412	339	463	451	421	409	370

Program Pressure Points

- Two largest utilizers of NEMT in Vermont – Adult days/dialysis and MAT (medication assisted therapy) participants
- More rides per member per month, increased costs, increased problems, capacity issues, greater administrative burden
- Out of state treatments and placements for medical care (border facilities and beyond) putting increased strain on NEMT driver and vehicle resources
- Lack of volunteer drivers statewide

Moving Forward

- Statewide initiatives to recruit volunteer drivers
- More rides per member per month, increased costs, increased problems, capacity issues, greater administrative burden
- Out of state treatments and placements for medical care (border facilities and beyond) putting increased strain on NEMT driver and vehicle resources
- Addressing lack of volunteer drivers statewide – initiatives with VPTA and VTrans

Questions? Contacts?

- You can always email or call with questions. We are here to help!
- Peter McNichol, NEMT Supervisor
 - Peter.mcnichol@vermont.gov
- Candy Covey, NEMT Administration
 - Candy.covey@vermont.gov
- Kelli Rhodes, NEMT Administration
 - Kelli.Rhodes@vermont.gov

DVHA Language Access Plan (LAP)

Robert Larkin, Provider Relations Specialist (DVHA)

It is the policy of DVHA to provide meaningful language access for all individuals who are Limited English Proficient (LEP) to ensure that all persons have equal access to DVHA's programs, services, and activities. Ensuring meaningful language access means providing timely, accurate, and effective language services at no cost.

In addition, it is the policy of DVHA to enable communication to LEP and deaf or hard of hearing individuals as effectively as it enables communication to all others, so as to allow an equal opportunity to all to participate in and derive the benefits of access to a program, service, or activity of a public entity.

- Title VI of the Civil Rights Act of 1964 (Title VI)
- The Civil Rights Restoration Act of 1987
- Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA)
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency
- State of Vermont Agency of Human Services Limited English Proficiency Policy

Five Steps to Plan Implementation

DVHA uses five steps to implement its language access policies. These steps aid in identifying and supporting persons with LEP and/or people using various modes of communication to ensure effective communication and meaningful access to DVHA's programs, services, and activities.

- Identify persons for language access;
- Provide language and communication access;
- Train DVHA staff and sub recipients;
- Provide public notice of language and communication access, and;
- Monitor, evaluate and update the LAP.

- Adopt proposed Language Access Plan (LAP) compilation;
- Develop or revise any outdated SOPs or policies related to language access and incorporate to plan compilation;
- Update websites and member handbooks with uniform language services information;
- Develop a plan for data collection on LEP populations to inform translation decisions;
- Monitor and evaluate data and update the LAP as necessary.

Budget Update

Allison Nowak, Financial Director II (DVHA)
Andrea De La Bruere, Commissioner (DVHA)

Commissioner's Office Update

Andrea De La Bruere, Commissioner (DVHA)
Adaline Strumolo, Deputy Commissioner (DVHA)

Public Comment & Final Committee Discussion

Adjourn

Dale Hackett & Mary Kate Mohlman, Co-Chairs