



## Non-Emergent Medical Transportation Policy: Call Center Operations

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<i>State(s):</i> <input type="checkbox"/> Idaho <input type="checkbox"/> Montana <input checked="" type="checkbox"/> Oregon <input type="checkbox"/> Washington <input type="checkbox"/> Other:	<i>LOB(s):</i> <input type="checkbox"/> Commercial <input type="checkbox"/> Medicare <input checked="" type="checkbox"/> Medicaid <input type="checkbox"/> PSA
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### Government Policy Non-Emergent Medical Transportation Policy: Call Center Operations

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Non-Emergent Medical Transportation services are transportation services to provide CCO members with access to transportation to a covered health care appointment or flexible services, including mileage, meals, and lodging. This is for scheduled health care appointments, not emergencies. PacificSource has contracts with local transportation brokerages to provide non-emergent transportation services to members.

#### Requirements:

PacificSource will pay for coordination and provision of NEMT provided for members if the member is eligible for NEMT. Contractor's responsibility and member eligibility for NEMT is specified in OAR 410-141-3920 through 410-141-3965, as well as the Coordinated Care Organization (CCO) contracts with the Oregon Health Authority (OHA), Exhibit B, Part 2.

PacificSource is responsible for ensuring members have access to safe, timely, appropriate NEMT services. PacificSource, in coordination with the NEMT brokerage(s), has developed and implemented systems, supported by written policies and procedures, to describe the process for receiving member requests, approving NEMT services, scheduling, assigning, and dispatching providers, grievances, ongoing monitoring, evaluation and improvement of quality and appropriateness of NEMT services, contingency plans, back-up plans, critical care, significant events/incidents/accidents, and adverse weather conditions. PacificSource reviews and approves the NEMT brokerage's policies, per the NEMT Subcontractor Agreement between PacificSource and the NEMT brokerage. This policy will summarize the minimum expectations of policies, monitoring, and oversight conducted by or performed by the NEMT brokerage. This policy incorporates the Medical Ride Program Guide to address policies and procedures required in the CCO contracts and OARs, related to NEMT.

PacificSource oversees the subcontracted Work performed by the NEMT brokerage(s), in accordance with the CCO Contract, Exhibit B, Part 4, section 12 and Exhibit B of the NEMT Subcontractor Agreement. A Pre-Delegation Assessment will be performed prior to entering into a contract with an NEMT brokerage, in accordance with the CCO Contract, Exhibit B, Part 2, section 6 and 42 CFR 438.66(d). The results of the assessment will be documented and provided to the OHA, as requested.

PacificSource will be responsible for ensuring that the subcontracted NEMT brokerage(s) comply with the terms and conditions set forth in Exhibit B, Part 2, section 5, Para. e of the CCO contract.

## Procedure: Call Center Operations

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**MEETINGS:** PacificSource and the NEMT brokerage(s) will have frequent meetings, typically quarterly, but no less than quarterly, to discuss upcoming items, goals, compliance, subcontracted work, and topics as determined prior to the meeting. Each meeting will be documented with agendas and meeting minutes.

**CALL CENTER OPERATIONS:** PacificSource will ensure that the NEMT brokerage(s) will maintain, operate, arrange, develop, and/or record in accordance with the CCO Contract, all of the items, as follows:

1. The NEMT Call Center will handle requests for NEMT Services as well as questions, comments, complaints, Grievances, and inquiries from members and their Representatives, NEMT Providers, and Providers;
2. The NEMT Call Center will have a toll-free separate line or queue for members to request calls;
3. The NEMT Call Center will have staff dedicated to NEMT calls and at a minimum operate Monday through Friday from 9:00 a.m. to 5:00 p.m. (excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas).
  - a. The Authority may approve, in writing, additional days of closure if PacificSource requests the closure at least thirty (30) days in advance. PacificSource shall submit such requests to OHA via Administrative Notice.
4. The NEMT brokerage will have a mechanism to handle NEMT calls during hours outside of minimum operating hours, when the NEMT Call Center is closed, including an after-hours message in, at minimum, English and Spanish.
5. The NEMT brokerage will have a mechanism for monitoring and documenting after hours messages and ensuring that members are contacted within the next business day and call attempts are made until the member is reached.
6. The NEMT Call Center system must have the capability to:
  - a. Make outbound calls
  - b. Advise members of approximate wait times, member's line in the queue, and provide the option for call back without losing their place in line.
  - c. Operate an automatic call distribution system for its NEMT Call Center and have the ability to route incoming calls to the NEMT Call Center to, at minimum, an English-speaking member queue, a Spanish-speaking member queue, a NEMT Provider queue, and a Provider healthcare queue.
  - d. The welcome message for the NEMT Call Center shall be in English and Spanish, at minimum, and provide a Spanish language prompt allowing the member to opt into the appropriate queue.
  - e. The NEMT brokerage may establish a dedicated queue for Providers to access the NEMT Call Center as well as alternative scheduling methods for Providers, such as online scheduling.
  - f. Advise callers that calls to the NEMT Call Center are Monitored and recorded for quality assurance purposes

7. If a NEMT call cannot be answered by a live voice within thirty (30) seconds, the NEMT Call Center system shall provide a message in, at a minimum, English and Spanish, advising the caller that the call will not be answered promptly and offering the caller the opportunity to leave a message.
8. If the message asks the NEMT brokerage to return the call and includes a valid phone number for the member, the NEMT brokerage shall promptly return the call within three (3) hours and make, as may be necessary to reach the member or the member's Representative, three phone calls within that third (3rd) hour. If the member or the member's Representative cannot be reached directly after three phone calls, the person returning the call may instead (i) leave a message for the member or the member's representative with the person answering the call or, (ii) if applicable, leave a voicemail message. All efforts made to reach a member who has left a message shall be documented.
9. The NEMT brokerage shall have a qualified multilingual NEMT Call Center staff to communicate with callers. The NEMT brokerage shall provide oral interpretation services via a telephone interpretation service free of charge to callers with Limited English Proficiency and shall accommodate callers who are hearing and/or speech impaired.
10. The NEMT brokerage will develop NEMT Call Center scripts for calls requesting NEMT Services that include a sequence of questions and criteria that the NEMT Call Center representatives shall use to determine the member's eligibility for NEMT Services, the appropriate mode of Transportation, the purpose of the trip and all other pertinent information relating to the trip.
  - a. The NEMT brokerage may develop additional scripts for other types of NEMT calls from members, healthcare Providers, and NEMT Providers. Any script for use with a member shall be written at the sixth (6th) grade reading level and must have been pre-approved in writing by OHA, which must be provided to OHA via Administrative Notice.
  - b. OHA will provide PacificSource with a document that identifies the content requirements for Contractor's NEMT Call Center script to be used during the Contract Year. By January 2 of each Contract Year, CCO shall submit to OHA, via Administrative Notice, an Attestation stating that its NEMT Call Center script meets the requirements specified in the applicable content requirements document. Contractor shall provide to OHA, via Administrative Notice, the NEMT Call Center script that is the basis of its Attestation within five (5) Business Days of request by OHA.
  - c. The NEMT brokerage shall develop an outbound Call Center ride confirmation script that addresses with the member not less than two (2) days prior to the scheduled pick up time who the NEMT driver (organization) will be, their phone number, verify pickup location, and time of pickup.
    - i. Exception to outbound call center need would be if member is using public transportation, and will be requesting reimbursement.

**CALL CENTER MONITORING:** PacificSource will ensure that the NEMT brokerage(s) Call Center will operate in accordance with the CCO Contract as follows:

1. The NEMT brokerage will record a statistically valid sample of incoming and outgoing calls to/from the NEMT Call Center for quality control, program integrity, and training purposes.
2. PacificSource monitors and audits at least one percent (1%) of calls to/from the NEMT Call Center on a monthly basis.
3. PacificSource develops a tool for auditing calls, which shall include components to be audited and the scoring methodology. Contractor shall use this Monitoring to identify problems or

issues, for quality control and for training purposes. Contractor shall document and retain results of this Monitoring and subsequent training.

4. PacificSource shall monitor and ensure that calls are received and processed; meeting the performance standard for each line or queue:
  - a. Answer rate: At least eighty percent (80%) of all calls are answered by a live voice within forty-five (45) seconds;
  - b. Abandoned calls: No more than five percent (5%) of calls are abandoned; and
  - c. Hold time: Average hold time, including transfers to other Contractor staff, is no more than three (3) minutes.
5. The NEMT Call Center system collects and documents data and produce quarterly and ad hoc reports required under both this Contract and OAR 410-141-3965 as set forth in further detail in Para. g of Sec. 5, Ex. B, Part 2.

**CORRECTIVE ACTION PLANS:** PacificSource will take the following actions related to the NEMT brokerage(s) failure to meet requirements:

1. When a deficiency is identified, PacificSource will issue a corrective action to NEMT brokerage using the PacificSource corrective action plan reporting process, as outlined in the *Subcontractor Corrective Action Plan Policy*.
2. PacificSource will notify the NEMT brokerage of the deficiency through a formal corrective action notice. Upon such notice, PacificSource will notify the OHA of the Corrective Action Plan (CAP) within 14 days after issuing the CAP, through Administrative Notice.
3. Upon removal of the CAP, PacificSource will notify the OHA, through Administrative Notice, of the successful remedy of the CAP or if the NEMT brokerage failed to fully remedy the underlying deficiency if the deadline for the remedy has passed.

**STAFF COMMUNICATIONS:** PacificSource will distribute updates or changes to PacificSource employees as needed. These communications will be sent via policy or email, or delivered in team meetings. PacificSource staff have continual access to company policies through the intranet on the PS Web. In addition, leadership reviews and approves policies through the Government Operations Committee, and other committees as needed.

## Appendix

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**Policy Number:** NEMT-03

**Effective:** 1/1/2022

**Next review:** 1/1/2026

**Policy type:** Government

**Author(s):** [Authors]

**Depts:**

**Applicable regulation(s):** CCO Contract Deliverable

**External entities affected:** NEMT brokerages

**OHA Approval:** February 15, 2023