

REDACTED

# PROPOSAL FOR Louisiana Medicaid Transportation Broker

RFP #: 3000018038

*The data contained in pages 8-11, 30, 32-34, 36, 38-48, 50-51, 53-65, 78-86, 90-91, and 93-95 of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the Proposer, without restrictions.*





## SECTION A: COVER LETTER

---

Ali Bagbey  
Louisiana Department of Health  
Bureau of Health Services Financing  
628 North Fourth Street, 7th Floor  
Baton Rouge, LA 70802

**Dear RFP Coordinator,**

It is with great eagerness and pride that, on behalf of Medi Trans, LLC (MediTrans), I submit this proposal to serve as the sole Louisiana Medicaid Transportation Broker for Non-Emergency Medical Transportation (NEMT) and Non-Emergency Ambulance Transportation (NEAT) services for the state of Louisiana on behalf of the Louisiana Department of Health. This proposal is being submitted in response to RFP #: 3000018038.

Founded in 2003, MediTrans is uniquely situated as the first and only Transportation Broker and Coordinated Transportation Network (CTN) born, bred, and based in Louisiana. Our team specializes in delivering non-emergency medical transportation management and brokered transportation services, call center operations, and private facility transportation in a manner that is innovative, efficient, and on the cutting edge of industry trends. Our expertise is rooted in a deep understanding of every facet of the NEMT industry. Our team brings a multi-faceted viewpoint to delivering Transportation Broker services by leveraging our backgrounds operating as transportation providers, information and communication technology specialists, and transportation brokers. Our partnerships throughout the state are strong, and we are proud to work with a number of agencies and organizations, such as LDH, DOTD, LED, and STAC, to ensure access to healthcare across Louisiana.

As a team of 100% Louisiana-based and 100% Louisiana-proud natives and transplants, building safer and healthier communities here at home is a passion we've turned into a successful business. Our Acadiana-based team currently manage transportation broker services for over 400,000 beneficiaries annually.

We currently provide NEMT/NEAT services in all 64 parishes in Louisiana, for all mobility types and have grown an exhaustive network of over 150 trusted and credentialed transportation service providers, including access to over 600 drivers across the state

We pride ourselves on meeting the needs of beneficiaries with the Louisiana mentality of "never meeting a stranger" – delivering much needed services to some of our state's most at-need and vulnerable residents under the principles of safety, friendliness, and reliability.

Furthermore, our team's unique experience and background has allowed us to develop an innovative approach to healthcare transportation delivery services that leverages cutting-edge technology to provide for efficient and reliable transportation. The information and

processes included in this proposal are methodologies we are fully equipped to deploy on Day 1.

Our current cost-plus model is similar to the financial model requested in this RFP. Our model incentivizes providing quality service to customers through valuable tools and resources to providers, contrasting the widely implemented “per member, per month” model which has directly correlated with inefficiencies and lack of reliable transportation.

MediTrans understands the landscape and complexities of the healthcare industry in Louisiana which allowed us to not only identify and anticipate challenges but proactively build and implemented systems to fix them. We’ve increased efficiencies and invested in industry-leading technology, software, and hardware to resolve issues many other competitors, providers, and beneficiaries we don’t serve continue to face daily.

By leveraging our team’s extensive experience, unique business structure, established partnerships, and knowledge of the Louisiana healthcare landscape, MediTrans is the ideal candidate to implement and manage full-scale NEMT and NEAT services across the state.

### About

Medi Trans, LLC (MediTrans) is a privately held, for-profit, Limited Liability Corporation (LLC). Principal owners who hold five percent (5%) interest or more in the organization include CEO Paul Broussard and Aimee Broussard, APRN, of 115 Hansel St., New Iberia, LA 70560.

**State Tax Identification Number, LA Dept of Revenue Number:** 7345366-001

**Federal Tax Identification Number:** 84-1723325

**LaGov Vendor Number:** 310211362

MediTrans’ **Corporate Principal Office** is located at 115 Hansel St. in New Iberia, LA, 70560.

### Personnel

MediTrans is a Louisiana-based company and is submitting this proposal as an in-state respondent. All representatives listed herein are local.

None of the personnel included in this proposal to work under this contract are current Louisiana state employees, nor was any proposed staff member employed within the past two (2) years.

MediTrans confirms positive compliance with all contract terms defined within RFP #: 3000018038.

We are prepared to deliver services of the highest caliber to exceed the needs of this proposal. MediTrans takes a coordinated, comprehensive approach to NEMT that prioritizes member experience while balancing quality and cost to create safer, healthier communities throughout the state. Our established presence in Louisiana and robust provider network base sets us apart, and we appreciate this opportunity to deepen our partnership with LDH

while delivering better health outcomes for residents. We are committed to our mission, and we are committed to Louisiana.

Thank you for your time and consideration,

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Broussard', with a stylized, cursive script.

Paul Broussard

CEO

MediTrans



## SECTION B: TABLE OF CONTENTS

---

<a href="#">Proposal Section 1 (RFP Section 2.6): Business Proposal</a>	6
Mandatory Qualifications	6
Conflict of Interest	6
Financial Condition	7
<a href="#">Proposal Section 2 (RFP Section 2.7): Technical Proposal</a>	18
Proposer Organization and Experience	18
Staff Qualifications and Training	28
Approach and Methodology	31
Case Scenarios	53

## APPENDIX

---

Appendix A: Letter of Support	66
Appendix B: Company Resumes	68
Appendix C: MediTrans Work Plan	78
Appendix D: Beneficiary Survey	87
Appendix E: Medicaid Customization Plan	90
Appendix F: Fraud and Abuse Prevention Policy	92
Appendix G: Continuity of Operations Plan (COOP)	93
Appendix H: Wheelchair Policy	96

## ATTACHMENTS

---

Attachment A: Certification Statement	13
Attachment B: Proposal Compliance Matrix	16
Attachment C: Electronic Vendor Payment Solution	17

## VETERANS INITIATIVE AND HUDSON INITIATIVE PROGRAM PARTICIPATION RESPONSE

---

*Submitted electronically in Excel format.*

## **BUSINESS PROPOSAL: PROPOSAL SECTION 1 (RFP SECTION 2.6)**

---

MediTrans is the only Louisiana-based Transportation Broker and Coordinated Transportation Network (CTN) actively managing NEMT services for over 400,000 Louisianans through its network of over 150 professional transportation service providers, including access to over 600 drivers across the state.

### **1.1 MANDATORY QUALIFICATIONS**

MediTrans has the capacity and willingness to perform all functions outlined in RFP #: 3000018038. Further, we are well-quipped, adequately staffed, and uniquely positioned to exceed LDH's expectations for service delivery under this contract. Specifics on capacity, scaling and implementation, as well as company experience are included in the Technical Proposal, along with further details on MediTrans' capacity to deliver on the services outlined in this RFP.

MediTrans, nor its owner or any individual affiliated, is not an excluded individual or entity as described in 42 C.F.R.

MediTrans has provided exceptional, efficient, customer-focused Transportation Broker services for the past 14 years.

### **1.2 CONFLICT OF INTEREST**

MediTrans does not have any financial, legal, contractual, or other business interest that will conflict in any manner or degree with the performance required under the contract.

MediTrans does not have any financial, legal, contractual or other business interest in the MCOs that are currently contracted with LDH to provide managed care, or in such vendors' subcontractors.

MediTrans agrees to submit any additional information requested by LDH that, in LDH's judgment, may be relevant to the Proposer's financial, legal, contractual, or other business interests as they relate to the RFP and contract.

MediTrans, nor its owners, any of its subcontractors, affiliates, partners, parent(s), subsidiaries, or related organizations, have no financial, legal, contractual, and other business interests that may affect or impact its performance under the contract.

### 1.3 FINANCIAL CONDITION

MediTrans has adequate financial resources to fully perform, meet, and exceed expectations of service delivery for the services requested in RFP #: 3000018038.



A handwritten signature in blue ink, consisting of a stylized 'M' and 'T'.

MediTrans, LLC

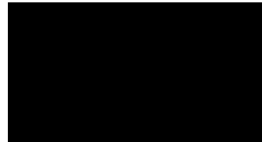
r



**Medi Trans, LLC - CONFIDENTIAL**  
**Income Statement and Balance Sheet**  
**For the 11 Months Ending November 30, 2021**

**INCOME STATEMENT**

GROSS REVENUES  
EXPENSES  
NET INCOME



**BALANCE SHEET**

CURRENT ASSETS  
FIXED ASSETS (NET OF DEPRECIATION)  
OTHER ASSETS  
TOTAL ASSETS  
  
CURRENT LIABILITIES  
LONG-TERM LIABILITIES  
TOTAL LIABILITIES  
  
TOTAL EQUITY  
TOTAL LIABILITIES AND EQUITY



**Medi Trans, LLC - CONFIDENTIAL**  
**Income Statement and Balance Sheet**  
**For the 12 Months Ending December 31, 2020**

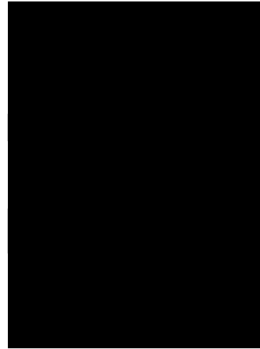
**INCOME STATEMENT**

GROSS REVENUES  
EXPENSES  
NET INCOME



**BALANCE SHEET**

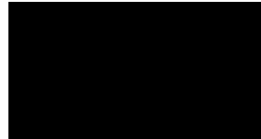
CURRENT ASSETS  
FIXED ASSETS (NET OF DEPRECIATION)  
OTHER ASSETS  
TOTAL ASSETS  
  
CURRENT LIABILITIES  
LONG-TERM LIABILITIES  
TOTAL LIABILITIES  
  
TOTAL EQUITY  
TOTAL LIABILITIES AND EQUITY



**Medi Trans, LLC - CONFIDENTIAL**  
**Income Statement and Balance Sheet**  
**For the 12 Months Ending December 31, 2019**

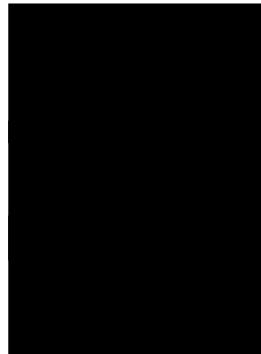
**INCOME STATEMENT**

GROSS REVENUES  
EXPENSES  
NET INCOME



**BALANCE SHEET**

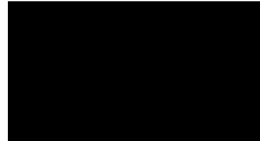
CURRENT ASSETS  
FIXED ASSETS (NET OF DEPRECIATION)  
OTHER ASSETS  
TOTAL ASSETS  
  
CURRENT LIABILITIES  
LONG-TERM LIABILITIES  
TOTAL LIABILITIES  
  
TOTAL EQUITY  
TOTAL LIABILITIES AND EQUITY



**Medi Trans, LLC - CONFIDENTIAL**  
**Income Statement and Balance Sheet**  
**For the 12 Months Ending December 31, 2018**

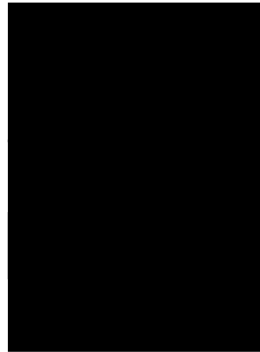
**INCOME STATEMENT**

GROSS REVENUES  
EXPENSES  
NET INCOME



**BALANCE SHEET**

CURRENT ASSETS  
FIXED ASSETS (NET OF DEPRECIATION)  
OTHER ASSETS  
TOTAL ASSETS  
  
CURRENT LIABILITIES  
LONG-TERM LIABILITIES  
TOTAL LIABILITIES  
  
TOTAL EQUITY  
TOTAL LIABILITIES AND EQUITY





December 21, 2021

Attn: Ali Bagbey  
Louisiana Department of Health  
Bureau of Health Services Financing  
628 North Fourth Street, 7th Floor  
Baton Rouge, LA 70802

Re: Request for Proposals for Louisiana Medicaid Transportation Broker (RFP No. 3000018038)

Please accept this correspondence as evidence that *Medi Trans, LLC*, located at 115 Hansel St., in New Iberia, LA, is in good financial standing with the bank, is considered an excellent client with adequate financial resources to operate its business, and demonstrates high integrity and ethical behavior. The relationship includes depository, treasury and commercial loans.

Medi Trans has demonstrated financial stability, strength, and sustained growth during their time has our client.

Should you need additional information please contact me at 337-258-9698.

Sincerely,

Kevin Caswell  
Sr. Vice President  
JD Bank  
300 Verot School Rd.  
Lafayette, LA 70508  
Phone: 337-500-1312  
Email: [Kevin.Caswell@JDBank.com](mailto:Kevin.Caswell@JDBank.com)

## 1.4 REQUIRED ATTACHMENTS

### 1.4.1 ATTACHMENT A: CERTIFICATION STATEMENT

---

#### ATTACHMENT A: CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

**OFFICIAL CONTACT.** The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)


PROPOSER	MediTrans, LLC
DATE	
LDR NUMBER	7345366-001-300
OFFICIAL CONTACT NAME	Paul A. Broussard
EMAIL ADDRESS	pbroussard@meditrans.com
FAX NUMBER	337-534-4485
PHONE NUMBER	337-534-4484
STREET ADDRESS	115 Hansel St.
CITY, STATE, ZIP	New Iberia, LA 70560

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate and all copies are correct and complete;
2. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer agrees to submit any additional information requested by LDH that, in LDH's judgment, may be relevant to the Proposer's financial, legal, contractual, or other business interests as they relate to the RFP and contract.
5. Proposer does not have any financial, legal, contractual, and other business interest that will conflict in any manner or degree with the performance required under the contract.
6. Proposer does not have, nor does any of the Proposer's subcontractors have, any financial, legal, contractual or other business interest in LDH's Managed Care Organizations (MCOs), or in such vendors' subcontractors, if any.

7. Proposer acknowledges it will not be relieved of any legal obligations under any contract resulting from this RFP as a result of any contracts with subcontractors, that it shall be fully responsible for the subcontractor's performance, and that all partnership agreements, subcontracts, and other agreements or arrangements for reimbursement will be in writing and will contain terms consistent with all terms and conditions of the contract.
8. Proposer acknowledges that proposals to use subcontractors shall not cause any additional administrative burden on LDH as a result of the use of multiple entities.
9. Proposal shall be valid for at least ninety (90) Calendar Days from the date of Proposer's signature below;
10. Proposer understands that if selected as the successful Proposer, he/she will have twenty (20) Calendar Days in which to complete contract negotiations, if any, and fifteen (15) Business Days from the date of delivery of final contract to execute the final contract document.
11. Proposer shall certify, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in 2 CFR §200 Subpart F. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.)
12. Proposer understands that, if selected as a contractor, the Louisiana Department of Revenue must determine that it is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the LDR. Proposer shall comply with La. R.S. 39:1624(A)(10) by providing its seven-digit LDR account number in order for tax payment compliance status to be verified.
13. Proposer further acknowledges its understanding that issuance of a tax clearance certificate by LDR is a necessary precondition to the approval of any contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to any contract without penalty and proceed with alternate arrangements, should a prospective contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven (7) Calendar Days of such notification.
14. Proposer certifies and agrees that the following information is correct: In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. Proposer also has not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.
15. Proposer certifies that the cost submitted was independently arrived at without collusion.

Signature of Proposer or Authorized Representative					
Typed or Printed Name:		Paul Broussard			
Date:					
Title:		CEO			
Company Name:		MediTrans, LLC			
Address:		115 Hamel St.			
City:	New Iberia	State:	LA	Zip:	70560



## 1.4.2 ATTACHMENT B: PROPOSAL COMPLIANCE MATRIX

<b>RFP #:</b>	3000018038
<b>Proposer:</b>	MediTrans

<b>RFP Section</b>	<b>Requirement</b>	<b>Proposal Section</b>	<b>Proposal Page(s)</b>
2.5	Cover Letter	A	1-3
2.4.5.2	Table of Contents	B	5
<b>Business Proposal – Section 2.6</b>			
2.6.1	Mandatory Qualifications	1.1	6
2.6.2	Conflict of Interest	1.2	6
2.6.3	Financial Condition	1.3	7-12
2.6.4	Required Attachments:	1.4	-
2.6.4.1	✓ Certification Statement	1.4.1	13-15
2.6.4.2	✓ Proposal Compliance Matrix	1.4.2	16
2.6.4.3	✓ Electronic Vendor Payment Solution	1.4.3	17
<b>Technical Proposal – Section 2.7</b>			
2.7.1	Proposer Organization and Experience	2.1	18-28
2.7.2	Staff Qualifications and Training	2.2	28-31
2.7.3	Approach and Methodology	2.3	31-52
2.7.4	Case Scenarios	2.4	53-65
<b>Cost Proposal – Section 2.8</b>			
2.8	Cost Proposal	3	-
<b>Veteran and Hudson Initiative Programs Participation – Sections 1.23 and 2.9</b>			
2.9	Veteran and Hudson Initiatives Response	-	-

### 1.4.3 ATTACHMENT C: ELECTRONIC VENDOR PAYMENT SOLUTION

#### ATTACHMENT C: ELECTRONIC VENDOR PAYMENT SOLUTION

In an effort to increase efficiencies and effectiveness as well as be strategic in utilizing technology and resources for the State and Proposer, the State intends to make all payments to Proposers electronically. The LaCarte Procurement Card will be used for purchases of \$5,000 and under, and where feasible, over \$5,000. Proposers will have a choice of receiving electronic payment for all other payments by selecting the Electronic Funds Transfer (EFT). If you receive an award and do not currently accept the LaCarte card or have not already enrolled in EFT, you will be asked to comply with this request by choosing one of the following two options. You may indicate your acceptance below.

The LaCarte Procurement Card uses a Visa card platform. Proposers receive payment from state agencies using the card in the same manner as other Visa card purchases. Proposers cannot process payment transactions through the credit card clearinghouse until the purchased products have been shipped or received or the services performed.

For all statewide and agency term contracts:

- Under the LaCarte program, purchase orders are not necessary. Orders must be placed against the net discounted products of the contract. All contract terms and conditions apply to purchases made with LaCarte.
- If a purchase order is not used, the Proposer must keep on file a record of all LaCarte purchases issued against this contract during the contract period. The file must contain the particular item number, quantity, line total and order total. Records of these purchases must be provided to the Office of State Procurement on request.

EFT payments are sent from the State's bank directly to the payee's bank each weekday. The only requirement is that you have an active checking or savings account at a financial institution that can accept Automated Clearing House (ACH) credit files and remittance information electronically. Additional information and an enrollment form is available by contacting the Office of Statewide Reporting & Accounting Policy at [DOA-OSRAP-EFT@Pa.gov](mailto:DOA-OSRAP-EFT@Pa.gov).

To facilitate this payment process, you will need to complete and return the EFT enrollment form.

If an award is made to your company, please check which option you will accept or indicate if you are already enrolled.

Payment Type	Will Accept	Already Enrolled
LaCarte	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

EFT  
Paul Braussard  
Printed Name of Individual Authorized  
[Signature]  
Authorized Signature for payment type chosen

11/19/21  
Date

Pbraussard@meditrans.com  
Email address and phone number of authorized individual  
337-366-6618

### 2.1 PROPOSER ORGANIZATION AND EXPERIENCE

#### Company Description & History

Founded in 2003 and headquartered in New Iberia, MediTrans is the only Transportation Broker and Coordinated Transportation Network (CTN) based in Louisiana, managing medical transportation broker services, call center operations, and private facility transportation for residents across the state. The company was started under a singular vision that still drives operations today: removing transportation barriers to healthcare for Louisianans and supplying our transportation providers with the resources, tools, and training they need to be successful.

Our mission is to provide exceptional Non-Emergency Medical Transportation (NEMT) and Non-Emergency Ambulance Transportation (NEAT) services across our state with a Louisiana-proud mentality, where passengers never meet a stranger, and our providers treat them like their own family. Additionally, we take our role as stewards of Louisiana's Medicaid dollars seriously and operate under the principles of fiscal responsibility and integrity, putting each dollar to best use for each beneficiary.

MediTrans began operating in non-emergency medical and healthcare transportation in 2003 as an in-network Medicaid transportation provider and privately contracted transportation provider. Through this experience, our team gained a deep understanding of the transportation provider space, including the challenges they face, systems they utilize, and how relationships among broker, provider, and beneficiaries can be enhanced. From 2003 to 2019, MediTrans expanded in-network transportation provider services to fulfill unmet transportation needs of the communities in which it operated.

In 2019, MediTrans shifted our business model to become a transportation broker and CTN, focused on brokering healthcare transportation services and developing the most effective models and systems to serve both providers and beneficiaries. Leveraging more than two decades of experience on the transportation provider side into a successful transportation broker and CTN, our unique understanding of the industry from all facets has been integral to our approach and success. We are proud to be the first and only Transportation Broker and CTN headquartered in Louisiana.

After being contracted by Healthy Blue to provide Medicaid NEMT services, MediTrans shifted operations to work exclusively as a Transportation Broker and CTN. In late 2021, MediTrans officially dissolved our direct transportation division, and sold our fleet, in order to fully dedicate our team's efforts to providing transportation broker services.

In short, our team has more than five decades of combined experience delivering both transportation and brokerage services, as well as other healthcare-related administrative support functions for a variety of public and private sector clients. This includes managing and delivering call center operations, dispatch, IT system implementation, hospital management, direct patient care and involvement, coordinated transportation, and more.

We are a uniquely comprised organization that understands and has built systems to address the hurdles and challenges of the Louisiana Medicaid transportation program from the ground up — because we know them firsthand.

Our transportation broker and CTN approach and methodology stands apart from others in the NEMT industry, as it is built under a “beneficiary-first” mantra that encourages beneficiaries to utilize the system as their healthcare needs arise. Our model meshes well with LDH’s programmatic goals, including encouraging consistent use of the system by the beneficiaries and providing them a simple, safe, and reliable experience.

Today, MediTrans coordinates the transportation needs of over 400,000 beneficiaries monthly throughout Louisiana, with active operations in every parish. Our commitment to exceptional service is the reason MediTrans experienced more than 500% growth from 2019 to 2021.

Corporate Structure	Number of Years in Business	Number of Years Serving as Non-Emergency Medical Transportation Broker
MediTrans is a privately owned, for-profit, Limited Liability Corporation (LLC).	18 Years	14 Years

### Prior Experience

MediTrans brings more than 50 years combined experience operating in the Transportation Broker and healthcare industry, including delivering all services requested in this RFP, in coordination with virtually all MCO’s that conduct business in the state of Louisiana, and other relevant healthcare providers, facilities, networks, beneficiaries, and stakeholder groups.

We have worked with each of the most notable and reputable healthcare providers and systems in Louisiana. The case studies and summaries of scope of work and performance included below detail our prior experience in the implementation and operation of transportation broker contracts similar in size, scope, and function to the proposed contract and services outlined in the RFP.

A letter of recommendation and support from our extensive network of partners and notable organizations that we collaborate and conduct business with is included in Appendix A.

### Healthy Blue

MediTrans was engaged in 2019 to provide Medicaid Transportation Broker services for Healthy Blue, a Louisiana Medicaid healthcare benefits provider with a current enrollment of 350,461 beneficiaries (as of November 2021), nearly 20% of Medicaid beneficiaries in Louisiana.

MediTrans was engaged in 2019 to provide Medicaid Transportation Broker services for Healthy Blue, a Louisiana Medicaid healthcare benefits provider with a current enrollment of 350,461 beneficiaries (as of November 2021), nearly 20% of Medicaid beneficiaries in Louisiana.

As Health Blue's sole NEMT broker, MediTrans has scheduled over 600,000 trips in the past two years, with over a 99% completion rate.

By investing in customizable systems and developing flexible infrastructure and service-delivery models as a foundation of MediTrans' operations, our team began delivering services less than 60 days from contract execution, significantly quicker than the standard 90-day timeline for onboarding.

This expedited timeline was possible in large part due to our knowledge of the Louisiana healthcare landscape, our understanding of the existing policies and regulations, our adaptable technology platform, and our solid relationships with local providers. We leveraged our existing knowledge and great working relationships to expedite our launch, with no lag in services for Healthy Blue beneficiaries amid the transition from the previous broker to MediTrans. This resulted in seamless implementation and continuity of customer care — our top priority.

Our line of work with Healthy Blue includes all standard services associated with a transportation broker contract, including all requested within this RFP and those listed below:

- Applying our extensive experience to conduct all regulatory reporting required by LDH.
- Conducting an ROI study for dedicating resources towards increasing utilization of lower cost transportation options, such as friends and family (gas reimbursement), and public transit.
- Coordinating PPE distribution program.
- Delivering provider scorecard and incentive program.
- Processing all transportation claims and claim types, including NEMT, NEAT, gas reimbursement, public transit, meals, and lodging.
- Providing all call center functions, including incoming and outbound calls, dispatch, trip scheduling, crisis prevention and intervention, customer service, and urgent trip request management.
- Providing consistent and on-demand reporting, including daily, weekly, monthly, and any ad-hoc requests.
- Providing general program management of the entire transportation process, aligned with that of a Coordinated Transportation Network.
- Serving in an advisory capacity to Healthy Blue at national level on implementing an Emergency Room Diversion Programs, as well as other programs that increase overall access to healthcare and lower costs through transportation for all stakeholders.
- Supporting non-delegated functions, including QA/QC and anti-fraud and abuse investigations.

Through this contract, MediTrans has gone above and beyond to deliver exceptional transportation delivery services, yielding both tangible and intangible benefits for Healthy Blue beneficiaries and demonstrating our commitment to safer trips, satisfied customers, and accessible healthcare in Louisiana.

Our work with Healthy Blue began to ramp up in early 2020, during the onset of the COVID-19 pandemic. As the pandemic presented new, unprecedented challenges and strains to the healthcare system with each passing day, we also had to navigate the impacts these challenges had on NEMT passenger transportation in tandem. As new guidelines emerged, challenges shifted, and our country learned more about the coronavirus, our team made nearly constant revisions to how we operated in order to keep services consistent, staff employed, and, most importantly, beneficiaries safe.

Each day presented new information, thus new goals, and required our team to stay nimble and innovative. This also created incredible opportunity, as the MediTrans team was on the forefront of developing NEMT best practices for continued service delivery, most of which have been adopted as industry standards as we continue to navigate the pandemic today.

The MediTrans team worked with Healthy Blue to ensure reliable and safe transportation services remained constant. Gaps, lags, or pauses in service were simply not an option. As such, our team led development and implementation of programming to support and incentivize consistent, quality transportation.

Amid the pandemic, the NEMT industry faced serious downward trends in utilization, creating job instability concerns for transportation providers, unpredictability in service delivery for beneficiaries, and an overall serious strain on the entire transportation delivery model.

Our leadership team advocated on behalf of transportation providers and in coordination with Healthy Blue to ensure fair compensation remained in place, ultimately negotiating rates above standard payouts. This ensured quality drivers remained employed, trip requests were fulfilled, and access to healthcare for beneficiaries remained intact.

Ultimately, our work to implement an innovative solution amid the ongoing pandemic and associated global crisis translated into significant savings for the Medicaid transportation program in Louisiana, retained hundreds of quality transportation providers, and supported small business operations across Louisiana during a time of intense financial strain and uncertainty.

Additionally, our team leveraged on-the-ground experience to work in close coordination with Healthy Blue and LDH to make policy recommendations related to COVID-19 protocols and procedures that are still in practice today. This included lowering the driving age limit, implementing online training for continued education, and connecting Healthy Blue and LDH leadership with industry leaders through CTAA, NEMTAC, and TTA to review and promote adoption of best practices that have been implemented across the state.

Our team also personally delivered over 40,000 masks, 2,000 bottles of hand sanitizer, and thousands of other PPE materials to drivers and beneficiaries to ensure safety and continuous service.

In short, our partnership with Healthy Blue is a prime example of the quality of service LDH can expect. Going above and beyond is the standard, not the exception. We pride ourselves on building long-lasting relationships with our clients and are committed to over delivery in every facet of our work.

### *Anthem Medicare Advantage (DSNP)*

In January 2021, MediTrans began providing Medicare transportation brokerage and CTN services for Anthem, the parent company of Healthy Blue. Our work with Anthem came through the recommendation and referral by Healthy Blue leadership, who were impressed with the systems, efficiency, and services the MediTrans team provided in the first year of our contract.

In addition to providing the full suite of NEMT broker services that MediTrans provides to Healthy Blue, we deliver several other improvements and impressive achievements under this contract, including:

- Doubling the number of covered beneficiaries in Louisiana and expanding services, without any lag in service delivery
- Delivering all required regulatory reporting

### *Louisiana Department of Transportation (DOTD)*

Leveraging our experience navigating non-emergency medical transportation amid the pandemic with Healthy Blue and other active engagements, MediTrans was contracted by DOTD to broker transportation services to and from quarantine/isolation locations for patients who tested negative for COVID-19.

These trips are unique in nature, as that they are requested and need to be completed with very short notice and turnaround, sometimes less than three hours. However, our existing infrastructure, systems, and call center operations have been able to accommodate and deliver on every single trip with no issue.

Through this contract, which began early 2020, MediTrans has gained expansive geographic coverage and networks to transport patients across Louisiana and is actively the sole provider responsible for completing all trips of this nature.

### *Prior Experience (Contd.)*

The table below details MediTrans' other relevant clients and contracts, both prior and active, that directly align with the services requested in this RFP.



Healthy Blue		Services
Geographic/Coverage	Statewide	<ul style="list-style-type: none"><li>• Beneficiary and Provider Surveying</li><li>• Call Center Management (in Louisiana)</li><li>• Claims and Encounter Management</li><li>• Claims Processing</li><li>• Complaint Response and Resolution</li><li>• Coordinated Transportation Network Services</li><li>• Deaf or Hard of Hearing Accommodations</li><li>• Dispatching</li><li>• Interpretation and Language Accommodations</li><li>• NEAT</li><li>• NEMT</li><li>• Policy Development and Maintenance</li><li>• Receive and Schedule Trips</li><li>• Reporting</li><li>• Software and Hardware Development/Maintenance</li><li>• Training and Provider Education</li><li>• Transportation Broker Services</li><li>• Transportation Provider Credentialling</li><li>• Transportation Provider Recruitment and Retention</li></ul>
Contract Timeline	2019	
Client Reference		
Dexter Trivett Chief Operating Officer Dexter.trivett@healthyblueela.com		

Anthem Medicare Advantage (DSNP)		Services
Geographic/Coverage	Statewide	<ul style="list-style-type: none"><li>• Beneficiary and Provider Surveying</li><li>• Call Center Management (in Louisiana)</li><li>• Claims and Encounter Management</li><li>• Claims Processing</li><li>• Complaint Response and Resolution</li><li>• Coordinated Transportation Network Services</li><li>• Deaf or Hard of Hearing Accommodations</li><li>• Dispatching</li><li>• Interpretation and Language Accommodations</li><li>• NEMT</li><li>• Policy Development and Maintenance</li><li>• Receive and Schedule Trips</li><li>• Reporting</li><li>• Software and Hardware Development/Maintenance</li><li>• Training and Provider Education</li><li>• Transportation Broker Services</li><li>• Transportation Provider Credentialling</li><li>• Transportation Provider Recruitment and Retention</li></ul>
Contract Timeline	2020-Present	
Client Reference		
Murphy Duckett Director, Network Management, Vendor Strategy, & Oversight Murphy.duckett@anthem.com		

Louisiana Department of Transportation		Services
Geographic/Coverage	Statewide	<ul style="list-style-type: none"> <li>• Call Center Management (in Louisiana)</li> <li>• Claims and Encounter Management</li> </ul>
Contract Timeline	2020-Present	



Client Reference	
Michael Miller Emergency Operations ESF-1 Lead Coordinator Michael.miller3@la.gov	<ul style="list-style-type: none"> <li>• Claims Processing</li> <li>• Complaint Response and Resolution</li> <li>• Deaf or Hard of Hearing Accommodations</li> <li>• Dispatching</li> <li>• Interpretation and Language Accommodations</li> <li>• NEMT</li> <li>• Passenger and Provider Surveying</li> <li>• Policy Development and Maintenance</li> <li>• Receive and Schedule Trips</li> <li>• Reporting</li> <li>• Short-notice trip scheduling</li> <li>• Software and Hardware Development/Maintenance</li> <li>• Training and Provider Education</li> <li>• Transportation Provider Credentialling</li> <li>• Transportation Provider Recruitment and Retention</li> </ul>

Genesis Behavioral Hospital		Services
Geographic/Coverage	Regional	<ul style="list-style-type: none"><li>• Beneficiary and Provider Surveying</li><li>• Call Center Management (in Louisiana)</li><li>• Claims and Encounter Management</li><li>• Claims Processing</li><li>• Complaint Response and Resolution</li><li>• Deaf or Hard of Hearing Accommodations</li><li>• Dispatching</li><li>• Interpretation and Language Accommodations</li><li>• NEMT</li><li>• Policy Development and Maintenance</li><li>• Receive and Schedule Trips</li><li>• Reporting</li><li>• Software and Hardware Development/Maintenance</li><li>• Subcontractor Management</li><li>• Training and Provider Education</li><li>• Transportation Provider</li><li>• Transportation Provider Credentialling</li><li>• Transportation Provider Recruitment and Retention</li></ul>
Contract Timeline	2013-Present	
Client Reference		
Will Arledge Chief Executive Officer warledge@genesishbh.com		

Our Lady of Lourdes PACE Program		Services
Geographic/Coverage	Regional	<ul style="list-style-type: none"><li>• Beneficiary and Provider Surveying</li><li>• Call Center Management (in Louisiana)</li><li>• Claims and Encounter Management</li><li>• Claims Processing</li></ul>
Contract Timeline	2015-Present	
Client Reference		

Wendy Taylor Senior Director, Franciscan Pace Wendy.taylor@fmlhs.org	<ul style="list-style-type: none"> <li>• Complaint Response and Resolution</li> <li>• Deaf or Hard of Hearing Accommodations</li> <li>• Dispatching</li> <li>• Interpretation and Language Accommodations</li> <li>• NEMT</li> <li>• Policy Development and Maintenance</li> <li>• Receive and Schedule Trips</li> <li>• Reporting</li> <li>• Software and Hardware Development/Maintenance</li> <li>• Subcontractor Management</li> <li>• Training and Provider Education</li> <li>• Transportation Provider</li> <li>• Transportation Provider Credentialling</li> <li>• Transportation Provider Recruitment and Retention</li> </ul>
--	---

Kailo Behavioral Hospital		Services
Geographic/Coverage	Regional	<ul style="list-style-type: none"><li>• Beneficiary and Provider Surveying</li><li>• Call Center Management (in Louisiana)</li><li>• Claims and Encounter Management</li><li>• Claims Processing</li><li>• Complaint Response and Resolution</li><li>• Deaf or Hard of Hearing Accommodations</li><li>• Dispatching</li><li>• Interpretation and Language Accommodations</li><li>• NEMT</li><li>• Policy Development and Maintenance</li><li>• Receive and Schedule Trips</li><li>• Reporting</li><li>• Software and Hardware Development/Maintenance</li><li>• Subcontractor Management</li><li>• Training and Provider Education</li><li>• Transportation Provider</li><li>• Transportation Provider Credentialling</li><li>• Transportation Provider Recruitment and Retention</li></ul>
Contract Timeline	2013-2015	
Client Reference		
David Dawes, MD Chief Medical Officer (former) daviddaweslsu@yahoo.com		

Priority Behavioral Health		Services
Geographic/Coverage	Regional	<ul style="list-style-type: none"><li>• Beneficiary and Provider Surveying</li><li>• Call Center Management (in Louisiana)</li><li>• Claims and Encounter Management</li><li>• Claims Processing</li></ul>
Contract Timeline	2003-2013	
Client Reference		

<p>Michelle Vincent LCSW Program Director (former) mvincent@prioritypsych.com</p>	<ul style="list-style-type: none"> <li>• Complaint Response and Resolution</li> <li>• Deaf or Hard of Hearing Accommodations</li> <li>• Dispatching</li> <li>• Interpretation and Language Accommodations</li> <li>• NEMT</li> <li>• Policy Development and Maintenance</li> <li>• Provided pilot program/testing and implementation support for LDH's new technology and processes</li> <li>• Receive and Schedule Trips</li> <li>• Reporting</li> <li>• Software and Hardware Development/Maintenance</li> <li>• Subcontractor Management</li> <li>• Training and Provider Education</li> <li>• Transportation Provider</li> <li>• Transportation Provider Credentialling</li> <li>• Transportation Provider Recruitment and Retention</li> </ul>
---	---

### Regulatory Action

MediTrans has not received any direct, regulatory action, sanctions, and/or fines imposed by any federal or Louisiana regulatory entity or a regulatory entity in another state within the last three (3) years, including a description of any letters of deficiencies, corrective actions, findings of noncompliance, and/or sanctions.

### Litigation Involvement

MediTrans has no involvement in litigation related to the delivery of Medicaid benefits in the last ten (10) years.

### Contract Termination

MediTrans has never had any contracts related to providing transportation broker services terminated for cause.

### Organizational Components and Communication (Organizational Chart)

Our team approach to communicating and working together is driven by a seamless approach, in both an administrative and functional capacity from the top down, that relies heavily on consistent communication between team leads and team members, as well as across functional areas, and emphasizes importance of utilizing MediTrans' software to document all interaction and engagement with a provider, beneficiary, or healthcare provider to maintain accurate information as close to "real time" as possible.

The following Organizational Chart (Figure 1) includes lines of responsibility and authority, as well as a communication flow for reporting means or urgent/time sensitive messaging.

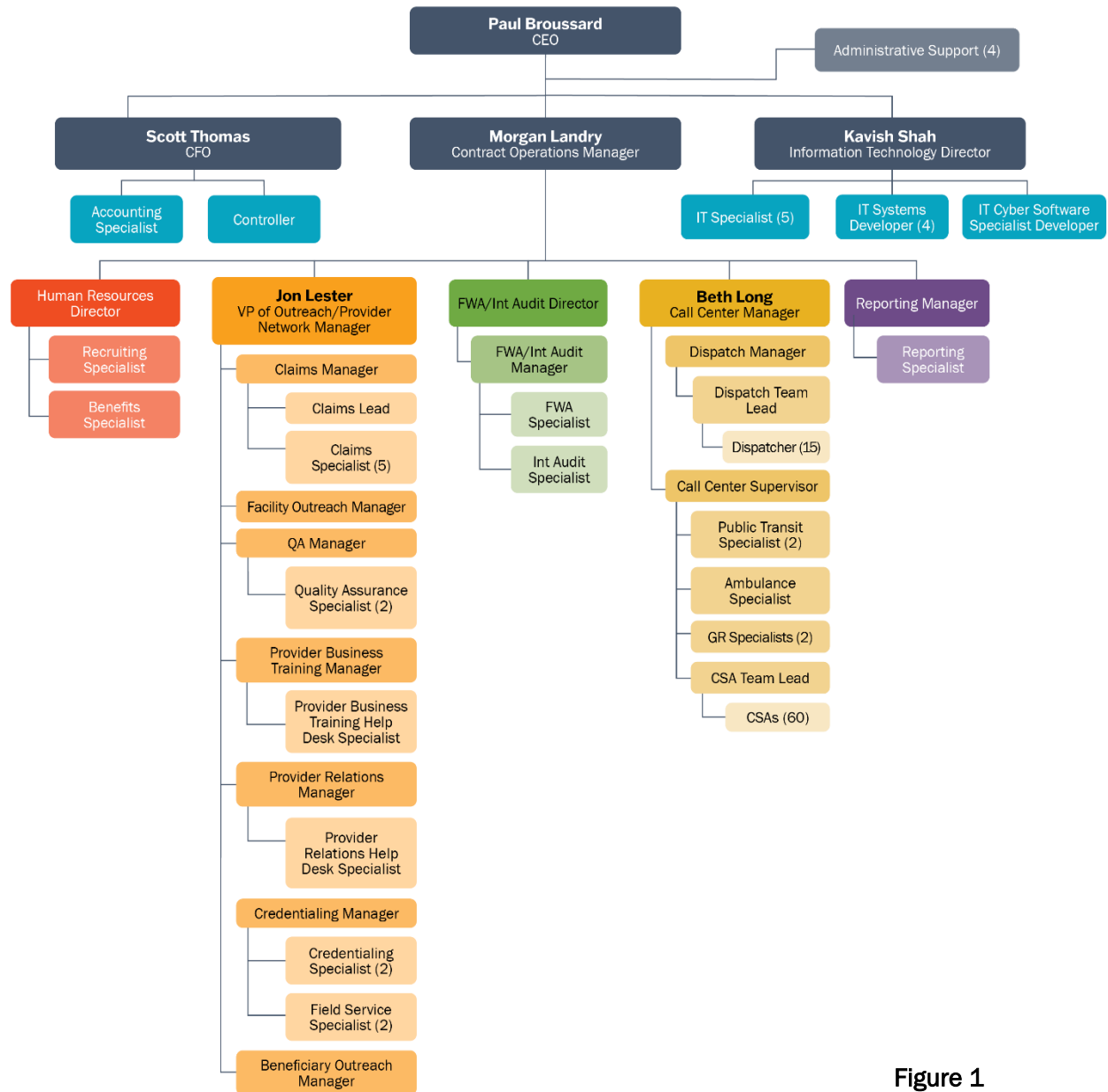


Figure 1

Outside of the traditional roles and staff of a Transportation Broker or CTN, MediTrans proposes the following roles to better serve LDH, MCOs, beneficiaries, and transportation providers. These roles have been developed based on experience and specific feedback from provider surveys to better support operations.

- **VP of Outreach** – Manages ongoing provider and beneficiary communication, customer service, and support
- **Provider Business Training Manager** – Works in conjunction with Provider Relations Manager to assess individual provider needs and supports providers in business management and administrative needs outside of standard transportation services

- **Provider Help Desk** – Support role, dedicated during business hours, to offer provider support across all functions and departments, including billing, technology, and credentialing
- **Beneficiary Outreach Manager** – Provides supplemental, case management support to LDH or MCO-beneficiary facing staff

## 2.2 STAFF QUALIFICATIONS AND TRAINING

MediTrans has a seasoned team of employees and professionals who are ready and able to exceed the expectations set forth through this RFP. We are confident MediTrans' team is comprised of those best positioned to serve the Medicaid beneficiaries in Louisiana. Notably, our entire team resides right here in Louisiana, bringing the “home field advantage” and experience navigating the landscape, politics, geographies, cultures, and nuances that make our state so unique.

Our established relationship with LDH and the leadership of many health plans, as well as prominent leaders within the broader healthcare system, matched with our commitment, experience, and desire to succeed sets our team apart. We have already built successful working relationships with the critical players that produce progress, innovation, and success for Louisiana's healthcare ecosystem. We fully intend that to leverage our network into successful service delivery, whenever possible, for LDH through this contract.

Our leadership team is the core of our proposed project team, as our commitment to serving as a partner of LDH and this scope of work are of top priority for our company. The MediTrans leadership team brings incomparable experience and expertise, rooted in on-the-ground and direct interactions with members, beneficiaries, and MCO partners alike. We pride ourselves in having an open-door approach to project management. Our leadership engages directly with our stakeholders and provider network to understand their needs and build transportation services and systems that are efficient and effective for everyone.

Additionally, the MediTrans leadership team has a strong relationship with the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC), which demonstrates our unwavering commitment to ensuring the safety of passengers, promoting best practices, and enhancing reliability.

When MediTrans was providing direct transportation provider services, it became the first NEMTAC-accredited transportation provider in Louisiana. Through this process, we gained a full appreciation of the expectations and standards to which NEMTAC-accredited transportation providers are held. Today, we leverage this experience into assisting our transportation network providers in gaining their own NEMTAC accreditation and maintaining a higher level of service delivery.

Additionally, our team is currently working closely with NEMTAC on the following initiatives:

- Piloting a national credentialing program.

- Serving in a leadership capacity on multiple NEMTAC advisory boards and speaking as subject matter experts at NEMTAC conferences.
- To propose and develop a scholarship program for transportation provider education in Louisiana, similar to successful programs in other states.

## Key Personnel

Key Personnel are included below, and company resumes can be found in Appendix B.

- **Paul Broussard**, CEO, will oversee the Implementation Team, ensure all needs are met, and take the program live. Paul will provide overall direction and oversee strategic program implementation for the contract.

**Dedication to Louisiana Medicaid Program: 90%**

- **Morgan Landry**, COO, will serve as the **Contract Operations Manager**, lead day-to-day operations of MediTrans and serve as LDH's primary point of contact. With over eight years of experience managing operations in the healthcare transportation sector, Morgan will oversee the execution of all deliverables and plan implementation, ensuring contractual and compliance needs are met for services administered through the state's program.

**Dedication to Louisiana Medicaid Program: 100%**

- **Jon Lester**, Director of Operations, will serve as the **Provider Network Manager**, to ensure our Transportation Network that is efficient, effective, and beneficial to our providers. As the Provider Network Manager, Jon will develop and implement provider relation systems to ensure timely service and effective service by our contracted providers, will coordinate all communication between LDH and the providers, and will resolve any provider-related issues with urgency.

In addition, Jon Lester will function as **VP of Outreach**, responsible for direct oversight and management of all facility and beneficiary and partner outreach and communication, provider credentialing and onboarding, ongoing provider training and education, quality assurance, and provider payment functions and teams.

**Dedication to Louisiana Medicaid Program: 100%**

- **Kavish Shah**, CIO, will serve as the **Information Technology (IT) Director** and act as the subject matter expert for all EDI and technology implementation. Kavish will manage all information systems, data processing, and data reporting for LDH and will ensure technology systems in place remain streamlined and efficient in scheduling, analysis, and trip monitoring.

**Dedication to Louisiana Medicaid Program: 100%**

- **Beth Long** will serve as the **Call Center Manager** to oversee call center operations and reliability. With over 20 years of experience, Beth will train call center agents on program policies, services, procedures, and systems to ensure

all requests and inquiries are effectively managed and resolved as well as ensure compliance with performance standards and policies for scheduling.

**Dedication to Louisiana Medicaid Program: 100%**

### **Staff Plan, Staffing Composition, and Strategy to Scale**

In order to determine the appropriate staffing composition to fulfil a given project, MediTrans uses a proprietary formula that combines industry standards and Louisiana market specifics to calculate the appropriate level of staff.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

MediTrans evaluates performance metrics on a daily basis to determine if staffing levels should be modified based on need and compliance standards.

### **Staff Training Program**

Notably, MediTrans utilizes LED's FastStart Program to support both onboarding and ongoing training of its provider network, subcontractors, agents, and employees.

#### *Onboarding and New Staff Orientation*

Once hired, MediTrans provides a seven-day training for all staff members and subcontractors who will be interacting with customers on standards, expectations, and procedures of NEMT services. Employees are then given training tailored to their specific roles.

The seven-day training includes a focus on the following concepts. These trainings are currently provided in-person; however, our team continues to explore options to deploy virtual training modules, reflecting a national shift toward online-based training in a vast majority of industries.

- Covid Safety Protocols
- Crisis Prevention and Intervention
- Cultural Competency
- Disaster/Continuity of Operations
- First Call Resolution
- Fraud and Abuse Identification and Reporting
- HIPAA Policies
- Louisiana Medicaid Programs and Policies
- Requirements for Scheduling Trips

The initial training period also includes simulations in which call center agents screen calls while being shadowed by a supervisor. This exercise allows time for onboarding without lag in call center responsiveness; provides the call center agent with guidance and modeling on tactics, standards and procedures; and enables each agent to receive real-time feedback from a supervisor.

### *Ongoing Training*

After the initial seven-day onboarding training, our quality assurance team monitors calls from each agent weekly to track performance metrics and produce a scorecard specific to an individual agent's role. This process ensures goals are being met and is used to recommend coaching and training topics to the call center manager when needed.

The call center manager then conducts weekly agent coaching sessions on individual strengths and/or deficiencies and creates plans and benchmarks to track progress and support improvement for each agent.

Additionally, our call center software utilizes artificial intelligence (AI) to review each recorded call for specific metrics and is continually "listening" to the quality and content of call center agent conversations to detect metrics tracked in our agent scorecards. This software also allows us to detect deficiencies in other areas of customer service, including tone, disposition, and inappropriate language. By utilizing this AI software, we have the ability to monitor every call, instead of just monitoring a sampling or percentage of calls that can be completed manually.

MediTrans proudly invests in tools and programming, above any competitors or industry standards, to support retaining top talent and a network of tenured professionals in the transportation provider space.

## **2.3 APPROACH AND METHODOLOGY**

### **Communication Protocols**

Transparency is the guiding principle of our operations, and our communication protocols are built to establish frequent and open communication among all respective parties and stakeholder groups.



### *Communication with LDH, LDH Contractors, LDH Fiscal Intermediary (FI), and MCOs*

Immediately following contract execution, MediTrans will schedule an initial kickoff meeting with the LDH contract manager and relevant team members to establish expectations for reporting, meetings, and communication frequencies. Outcomes and expectations, including cadence of communication, delivery format, responsible party, etc., will be documented and presented to everyone to establish a level of understanding related to roles and responsibilities.

MediTrans' proprietary [REDACTED] system is built to give LDH and MCOs an unprecedented level of visibility, real-time data, metrics, and reporting measures. This includes pulling reports, live monitoring trip status, and one-touch billing for all providers that allows them to attest to and submit trip claims seconds after the trip is completed. Our software is built to bridge the communication gap between LDH, MCOs, provider, broker, and beneficiary in a manner that is accessible and transparent – in real time, all the time.

Additionally, our team has the capability to build any custom reports, inclusive of virtually any metrics or data points of interest, to generate the level of detailed information LDH and any MCOs, or FI may require.

### *Communication with Transportation Providers*

We currently provide a monthly scorecard of providers' performance that measures their individual ability to meet criteria and expectations, inclusive of LDH key performance metrics and contractual obligations. Providers are scored on measures including on-time performance, number of valid complaints and provider no-shows, utilizing mobile claims, and a breakdown of their trips performed across varying levels of service.

In our commitment to maintaining transparency, this information is also made available to each individual transportation provider. This process helps us to identify, and often mitigate, performance issues before they arise or become a pattern. Report cards are a critical tool in providing real-time coaching, as well as developing content for ongoing trainings.

We have found this scorecard system to be incredibly effective in maintaining a high level of performance, quality of service, and continuity of care among transportation providers.

[REDACTED]

[REDACTED]

Additionally, our scorecard and reporting process allows our team to identify trends or fluctuation in any scoring group, which may indicate a consistent problem or challenge that is systemic rather than an individual instance. This information is critical in informing

ongoing training content, performance evaluations, and what systems and software MediTrans may need to develop or invest in to improve service delivery.

### Methodology for Determining the Size and Vehicle Capacity of the Transportation Network, by Level of Service and Region

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

• [REDACTED]

[REDACTED]

[REDACTED]

• [REDACTED]

• [REDACTED]

• [REDACTED]

[REDACTED]

[REDACTED]

### Work Plan: Strategies and Timeline for Operational Build Up

MediTrans can complete a client onboard in just 60 to 90 days. This timeline allows for smooth program set up, including any system or software customizations to be built and tested, enhanced staff training, effective system integrations, and expansion of the provider network, as needed. However, we recognize the nature of our industry doesn't always allow for extended timelines, and disasters or unforeseen circumstances may require quick, agile program implementation. Our company has been able to oversee program implementation, from concept to launch, in less than 60 days.

Launch strategies begin with an upfront kickoff meeting to establish deliverables, timelines, critical dates, program goals, and identify risks that may inhibit success. Next steps include establishing the communication cadence to provide real-time and benchmark information on program progress, finalizing a project workplan that all parties agree is feasible, defining action items, project teams, responsibilities, and internal structures, and developing mitigation mechanisms or monitoring tools to maintain goals and schedule.

Throughout the implementation period, MediTrans conducts intensive testing periods with multiple user groups. These testing periods are completed before the program goes live, ensuring smooth implementation and seamless program launch.

Following implementation, we will facilitate daily standup meetings during the week immediately following with LDH and any relevant stakeholder group or MCO. This frequency allows for nearly real-time risk mitigation, continued team alignment, and transparency between stakeholder groups. Typical agenda items during these calls include report outs from functional leads on metrics like user engagement, testing reports, system error and identified risk.

After a week of an active program, and without major error or flaw in program launch, MediTrans will work with LDH to establish a meeting frequency and cadence of reporting and deliverables that maintains consistent communication between all parties.

MediTrans' proposed work plan, which includes strategies and a timeline to build and scale up the Transportation Network by the Operational Start Date, is included in Appendix C.

### *Transportation Network Scale Up, Recruitment and Retention*

Our methodology is built upon incorporating training during the interview process, identifying soft skills and behavioral qualities that are critical to providing the level of care and service expected of a MediTrans network provider. Potential providers are screened for customer service skills, communication skills, knowledge of NEMT services, and level of comfortability with technology and software requirements.

While we currently have an adequate, statewide network of transportation providers to cover all parishes in Louisiana, we actively recruit and maintain a pool of qualified transportation providers to rapidly expand our provider network should need increase. This includes working with LED through their Louisiana Quality Jobs Rebate Program and attending DOTD, Regional Planning, Metropolitan Planning, City Council, and other community meetings to meet with potential providers and utilizing online engagement tools, like social media and digital recruiting platforms, to build a pipeline of talent and conduct appropriate background checks, reference checks, and initial screening. Maintaining this pool of potential providers allows MediTrans to rapidly scale services during unique times of surges or unexpected, increased transportation needs.

Additionally, our team understands the geographic composition of Louisiana, including the needs and transportation gaps many of the rural parishes we serve face. With this information in mind, MediTrans partners with rural planning and development and nonprofit agencies across the state to develop and share best practices to address the transportation

needs in rural communities where for-profit providers are either unavailable or would result in higher costs and inefficiencies.

These nonprofit agencies use all ADA compliant vehicles, which maximizes both ambulatory and wheelchair availability in these regions. These agencies also offer a higher standard of care to their ridership, and all Medicaid funds they receive from transportation count towards their matched federal funding and are multiplied back towards local programs to further assist the communities they serve.

### *Technology*

MediTrans' uses a custom, proprietary, [REDACTED] system built out by our Technology Development team to specifically overcome historical challenges and meet the needs of customers, service providers, and employees in the NEMT industry.

The software leverages our team's years of real-world experience working on the transportation and broker side of the NEMT industry and navigating these challenges firsthand. We know the industry inside and out, and we've built a custom tool that addresses common functionality issues experienced by users from a customer or provider standpoint as well as custom integrations that remove the constraints associated with clunky, one-size-fits-all software.

Our software is malleable, and our Technology Development team is well-prepared to build out any additional processes, reporting, or functionality needed by LDH or any MCO.

### *Public Facing Website*

As it relates to transportation provider relations and communication, our public-facing website includes general and up-to-date information about the Louisiana Medicaid program that is applicable to our network. This includes regular updates and maintaining current versions of important documentation and reporting.

Some examples of easily accessible information include:

- Call center information, including hours of operation
- Call center numbers and operating hours
- Educational materials to support on-going training, professional development, and customer service
- Emergency Alerts and Updates
- Link to the Louisiana Medicaid Program website
- Required Transportation Provider forms
- Transportation Provider manuals
- Transportation-relevant LDH bulletins and links to LDH resources
- Trip scheduling instructions
- Web forms to submit an inquiry or complaint

### *Provider Portal*

Additionally, our secured transportation provider portal, which is free and accessible via unique user accounts for all transportation providers in our network, gives transportation providers real-time access to the following:

- Ability to submit credentialing documents and request updates to their rosters of drivers and vehicles. The portal also notifies the provider of upcoming credential expirations eight times: 60, 30, 14, 5, 4, 3, 2, and 1 day(s) from the expiration date.
- Claims status information
- HIPAA compliant beneficiary care or concern reporting tool that allows providers to report identified health concerns or risks noticed during trips to MediTrans and LDH
- HIPAA compliant provider reporting tool that allows for complaint, concern, or feedback submission
- Instructions and portal to submit claims and all documentation required for reimbursement
- Provider scorecard
- Survey distribution
- Training videos and extensive resource library, including frequently asked questions, nationally accredited best practices, and manuals

### **Call Center Operations and Compliance**

As the only Louisiana-based CTN, we have a fully operational call center physically located in Louisiana that is actively delivering all the services requested in this RFP today. Partnering with MediTrans gives LDH the advantage of zero “ramp up” or onboarding time to establish a call center and access to knowledgeable call center agents readily accessible on Day 1.

Additionally, the MediTrans team is actively expanding current staffing, call center operations, and geographic footprint in Louisiana to better train representatives, increase productivity, and enhance customer service. Currently, our plans include expansion, through LED’s Restoration Tax Abatement (RTA) program, into a modern call center facility that is conveniently located at the intersection of both I-10 and I-49 and will bring new jobs, economic stimulus, and revitalization to an opportunity zone.

By utilizing a call center team that is already established and fully functional right here at home, LDH gets the added benefit of leveraging locals who can provide the unmatched level of customer service, care, and friendliness Louisianans expect. When you speak to a MediTrans call center agent, you’re not speaking to someone across the country with no familiarity for the landscape of Louisiana. You’re speaking to someone who knows all about the geographic area, dialect, and traditions of Louisiana. They can pronounce your name and street, and are trained to treat customers like family, in line with the true spirit of Louisiana.

At present, the MediTrans call center schedules reservations Monday through Friday, 7 a.m. – 7 p.m. The call center is open for discharges, urgent requests, and other needs that may

arise utilizing a toll-free, automated call distribution (ACD) system. This service is available 24 hours a day, seven days a week, 365 days a year.

MediTrans is able to make accommodations to the reservation schedule based on LDH request. We have an urgent response team readily available to accommodate requests outside of the standard scheduling requirements, including urgent trip requests.

Additionally, our Louisiana-based call center agents currently meet the following performance metrics and standards and will adhere strictly to the requirements defined in the RFP when working for LDH under this contract.

- Operation of the ACD system 24/7
- Answers 99% of calls within 30 seconds
- Maintains an average hold time of under one minute
- Maintains a call abandonment rate of 2%
- Less than 1% of incoming calls receive a busy signal
- Logs and records all calls in real-time, with ability to provide on-demand reports
- Has adequate voice mailbox capacity and procedures to respond to calls or messages by close of business the following business day

All calls are recorded and separated into queues for ride status, reservations, provider inquiries, and facilities. Call volume is tracked daily to compare weekly totals for the call center to weekly total for scheduled trips. Should any inefficiencies or trends be identified in the reporting process, appropriate training and coaching is provided to individual call center agents and/or content is built into ongoing trainings to address systemic issues. This process is also critical in refining our software and building out enhanced functionalities to ease use on agent or customer, when possible.

The MediTrans call center software allows for real-time monitoring of call volume so that our team can simultaneously dispatch calls in real time, leveraging remote call center agents in times of peak volume or abnormal circumstances to ensure all calls get answered and trips get scheduled.

## Methodology for Receiving and Processing Requests for Transportation

### Technology

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*Trip Processing*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*TMS Software*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

• [REDACTED]

• [REDACTED]

• [REDACTED]

• [REDACTED]

• [REDACTED]  
[REDACTED]  
• [REDACTED]  
[REDACTED]

• [REDACTED]  
[REDACTED]  
• [REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

### *Urgent Requests*

We pride ourselves on handling all requests with the utmost urgency and care. The MediTrans system is built to minimize the amount of trips that remain “unassigned” to a provider at any point. So, as urgent and/or last-minute requests are entered into the system, our team has adequate capacity to review and assign trips of this nature with the amount of focus and care that is required.

[REDACTED]

Paired with appropriate training of staff members to remain calm and act swiftly to resolve the issue, this workflow has proven effective in crisis management and dealing with urgent requests in a timely manner. This process alleviates urgent requests from “falling through the cracks” or left to the responsibility of one team member to resolve and creates a manual stop gap in the trip request process.

### *Deaf or Hard of Hearing*

The MediTrans system allows a user, facility, or MediTrans team member to leave notes for the assigned transportation provider on particular needs or accommodations of a passenger that may make their trip easier and safer.

In instances where a passenger may be deaf or hard of hearing, notes are left on the passenger's profile in the system distinguishing the need, and the appropriate level of care and accommodation is decided based on the level of need. Solutions include utilizing the TTY/TDD and Telephone Relay Services and Video Relay Services to access a telephone typewriter service or sign language interpreter.

Additionally, MediTrans' portals and website are ADA compliant.

### Verifying The Beneficiary's Eligibility and That the Requested Transportation is to a Medicaid Covered Service or Value-Added Benefit (VAB)

Our system ensures that beneficiaries are eligible from the latest eligibility file supplied by the Health Plan or client. However, knowing that the eligibility and incremental files become outdated quickly, MediTrans uses the Electronic Medicaid Eligibility Verification System (EMEVS) to verify eligibility for beneficiaries that appear not to be covered.

Our Verification of Benefits and Eligibility process is summarized below.

1. When a beneficiary calls and requests a trip, the MediTrans system checks current eligibility (on the day the request is submitted) as well as the date they're requesting the trip for.
2. Eligibility checks are completed using LDH-generated reports that are delivered to the Health Plan, who shares this information with MediTrans. This data is then integrated into our system for efficiency in eligibility checks and consistent reporting.
3. Should a beneficiary not be automatically verified via the LDH-generated reports, the MediTrans' eligibility team will then manually review data available through EMEVS to confirm eligibility or changes in eligibility for a beneficiary.
4. Eligibility checks are completed daily on scheduled trips. MediTrans' system will flag a beneficiary if their eligibility changes through this daily reporting.
  - Should the system detect a change in eligibility, a MediTrans team member will notify the beneficiary as soon as possible of their change in eligibility for a ride and assist them in troubleshooting the issue to the extent possible.
5. MediTrans completes checks for other eligibility (payer sources other than Medicaid) before billing.

### Process and Timeline for Approving, Rejecting, or Modifying Trips



[REDACTED]

- [REDACTED]

- [REDACTED]

## Process for Dispatching Trips

### Scheduling

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*Dispatch*

[REDACTED]

[REDACTED]

[REDACTED]

#### Process for Transportation Providers to Complete the Trip and Submit the Claim for Payment

MediTrans encourages electronic claims submissions through our provider portal. Once a provider submits the trip electronically, it then goes through an internal verification process to determine accuracy before being processed for payment.

Our billing department also accepts mailed paper claims which, upon receiving, are stamped with a date of receipt and processed for payment within two business days.

If the claim is cleared, either via electronic or paper method, it is paid via ACH within 15 business days of processing, with payments being distributed every Friday.

This timeline meets and exceeds the state-required payment turn-around times of 15 business days for 90% of claims and 30 calendar days for over 99% of claims. The provider portal allows the providers to receive their remittance advices on the Wednesday prior to the ACH payment on Friday for provider's review for all claims submitted.

### House Resolution No. 68 of the 2020 regular session

As a Louisiana-owned and entirely Louisiana-based organization, MediTrans supports and has long prioritized investing in our state and the communities in which we operate.

All of our operations, including our call center, are based here in Louisiana. Since all of our administrative staff is located here, including our provider help desk, we are more easily accessible to our transportation providers. In-person meetings, face-to-face interaction, on-call support from familiar faces, and personable coaching have led to increased efficiency and retention of quality providers in our network.

Our approach of helping providers understand and appreciate the benefit of multi-loading beneficiaries in their home areas increases a sense of community and maximizes the number of beneficiaries who can be safely and efficiently transported in a given date.

We guarantee a Louisiana-first approach in our response to healthcare, focus on customer satisfaction, and commitment to our local community.

### Monitoring Compliance of Credentialing and Operational Requirements for Transportation Providers, Drivers, and Vehicles

MediTrans has an extensive credentialing phase prior to onboarding to train and prepare our providers to use all of the tools at their disposal for ultimate success.

#### Credentialing

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*New Provider Orientation and Provider Onboarding*

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

*On-Going Coaching, Training to Support Operations*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*Before Contracting*

- [REDACTED]

- [REDACTED]

*After Contracting*

- [REDACTED]

- [REDACTED]

- [REDACTED]





## WHAT OUR NETWORK

### PROVIDERS ARE SAYING

In addition to frequently surveying beneficiaries, our team also surveys our provider network to gain insightful feedback and identify areas for improvement in service delivery. Quotes taken from 2021 provider year-end survey. Identifying information has been intentionally excluded but can be made available to LDH upon request, along with sample provider surveys.

“MediTrans is by far the most knowledgeable company at present time operating in Louisiana with the knowledge of the region, the facilities, and local healthcare landscape, and connecting their partner providers with agencies and beneficiaries across Louisiana for efficient transportation service coverage.”

“It is nice that MediTrans knows the parishes and where they are located rather than being based out of state.”

“Communication is OUTSTANDING, they are always willing to help with situations that may arise and they keep us updated on all important information.”

“My favorite thing working with MediTrans is the administrative team that makes things very comfortable for the job when having any concerns!”

“Excellent communication, and the MediTrans dispatchers are the best!”

### *Complaint Resolution*

Complaints are documented and reported to LDH and MCOs on a monthly basis in the regulatory reports.

MediTrans’ quality assurance department has an established system for receiving, reviewing, resolving, and reporting complaints received from beneficiaries, healthcare providers, transportation providers, drivers, LDH, and the MCOs. Our complaint portal retains detailed information on all complaint history, including resolution outcomes.

It is MediTrans’ goal to provide a sustainable service to the beneficiaries in our care and cultivate positive relationships with the Provider-Partners in our network as well as the healthcare facilities. We accomplish this by requesting constant feedback from stakeholders in our Coordinated Transportation Network to continually improve our processes and interactions with them. It is in all stakeholder’s best interest that any concerns or issues are investigated thoroughly and as quickly as possible.

The following details the workflow, should MediTrans receive a complaint from a beneficiary, provider, or healthcare provider/MCO.

1. Complaints are submitted via phone call, public-facing website, email form, online portal or social media. Complaints are routed to the quality assurance team.
2. Within one business day, the concern is acknowledged as received to the person who submitted the complaint.
3. An internal investigation is completed to thoroughly review the claim and circumstances surrounding the complaint. Using information provided, a thorough and unbiased investigation is conducted. If more information is needed from outside sources, it is collected as quickly as possible. Each investigation is performed by a trained Quality Assurance Specialist and all steps are documented for review. If needed, the issue is escalated to a manager of involved departments or higher until resolved.
4. Depending on time needed to complete the investigation and reach consensus, the submitter is provided consistent, frequent updates that the complaint investigation is still ongoing.
5. If the concern is found to be valid, a determination is made on where the deficiency occurred.
  - a. If MediTrans is determined to be at fault, further investigation is done to determine if it is a personnel issue or a procedural issue. MediTrans also researches to see if valid issues are only occurring with the concerned party that brought it to our attention, or if it is occurring with others. This helps to ensure the success for all stakeholders.
    - i. If the concern is a personnel issue, coaching and performance improvement actions are taken according to MediTrans policies, up to and including termination of the person(s) involved, depending on the severity.
    - ii. If a policy or procedure needs to be changed or implemented to correct the issue, MediTrans Management takes action to address as quickly as possible.
6. Appropriate investigation findings are shared with the party that brought it to MediTrans' attention, along with the corrective actions taken to address the concern if the complaint is valid. This communication is done keeping HIPAA and privacy concerns in mind, along with other discretion as needed.
7. The QA representative who handled the complaint documents it into MediTrans' system for record-keeping purposes. Complaint contents are reviewed by executive management on a monthly basis to ensure procedures are updated accordingly to address deficiencies.

Should MediTrans receive a complaint from LDH, MediTrans management views this as an escalated complaint and will take an active, hands-on approach to reviewing the circumstances, interviewing involved parties, compiling appropriate documentation, and reaching consensus on cause of the complaint.

Should the complaint matter deem it necessary, MediTrans will then suggest an in-person meeting with LDH leadership to review the issue, information found through the investigation, immediate corrective actions taken, and long-term implementation plans to avoid complaints of this nature in the future. Should the complaint be deemed less serious in nature by LDH and MediTrans, a report of this information will be shared with the appropriate LDH leadership before considering the complaint resolved.

MediTrans is committed to constant, transparent communication with LDH, particularly as it relates to complaints.

### Beneficiary Surveying

MediTrans will work with LDH and/or the relevant MCO to define goals and desired outcomes of deploying a survey tool. It is important to first establish what information LDH or the MCO would like to get from beneficiaries and develop relevant questions in a format that will prompt the best qualitative feedback. Typical topics include probing questions to gauge the following:

- Driver conduct
- Driver assistance when required
- Safe operation of vehicle by driver
- Condition, comfort, and convenience of vehicle
- Punctuality of service

We will then develop and deploy a custom survey through a combination of e-mail, text, and/or phone calls to support getting completed surveys from the target populations. Our goal for feedback is always to get as many responses as possible. We propose a random sample size of 5% of unique beneficiaries who use the transportation service monthly.

Appendix D includes MediTrans' 2021 year-end beneficiary survey related to Medicaid program. This sample includes similar questions that could be developed and deployed for LDH and/or an MCO under this contract. In two days, MediTrans secured 120 unique beneficiary responses of the roughly 2,000 trips completed during the time period.

### Medicaid Customization Plan

Our current Medicaid Customization Plan, included in Appendix E, details our current Medicaid transportation claims process we utilize to submit claims through Healthy Blue. Should LDH have any further customization requests, MediTrans is fully prepared to accommodate these requests.

Additionally, MediTrans engaged [REDACTED] as an Electronic Data Interchange (EDI) partner to continuously improve upon the integrity and accuracy of the data we submit to LDH and simplify revenue cycles.

### Preventing Fraud and Abuse by Transportation Providers and Beneficiaries

MediTrans' strategies to identify and prevent fraud and abuse by transportation providers and beneficiaries are included in our active Fraud and Abuse Policy and Procedures Manual. This policy is included in Appendix F

MediTrans' fraud and abuse prevention procedures include:

- Requiring a list of all administrative employees, in addition to drivers, for each transportation provider in our network. We conduct SAM, OIG, and Louisiana Adverse Action checks and verification on the subcontractor's administrative staff as well.
- [REDACTED]
- Fraud and abuse prevention training and competency testing during new provider orientation.
- Conducting consistent, ongoing Fraud and Abuse prevention training, including annual competency testing, for all MediTrans employees, subcontractors in our network, and their drivers and employees.
- SAM, OIG, and Louisiana Adverse Action is checked monthly for all of the above automatically through streamline verify
- Conducting standing order recertification review as needed, based on the appointment type.

### Crisis and Natural Disaster Continuity and Contingency Plan (Continuity of Operations Plan)

MediTrans' active Continuity of Operations Plan (COOP) that details our approach to ensuring continuity of operations in the event of a pandemic, natural disaster, or man-made event that impacts any or all parts of Louisiana, including how we continue to receive requests, ensure sufficient network capacity, and prioritize trips is included in Appendix G.

MediTrans has successfully utilized this plan six times in the last two years, in response to an unusually active hurricane season, winter weather event, and in response to the COVID-19 pandemic. In each instance stay at home or evacuation protocols were in place and the flexibility and mobility of our continuity of operations plan allowed for all employees and call center agents to relocate to safe locations and continue operations without disruption, as evidenced by the monthly and quarterly regulatory reports submitted during these time periods.

In addition to the staff currently in place to fulfil roles defined in MediTrans' COOP, MediTrans recommends adding a Beneficiary Outreach Manager, indicated in the organizational chart, who will serve as the main point of contact between MediTrans and beneficiaries who may be impacted by disaster event.

MediTrans views this continuity of operations plan as a living document, updated to reflect lessons learned and best practices of each disaster or disturbance. MediTrans most recently activated this plan in response to Hurricane Ida in 2021 and was able to continue all services and operations without lag or disruption.

## 2.4 CASE SCENARIOS

### Case Scenario 2.7.4.1

[REDACTED]

#### Response

[REDACTED]

[REDACTED]

[REDACTED]

### Case Scenario 2.7.4.2

[REDACTED]

#### Response

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### Case Scenario 2.7.4.3

[REDACTED]

#### Response

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### Case Scenario 2.7.4.4

[REDACTED]

#### Response

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### 2.7.4.4.1

[REDACTED]



[Redacted]

*Response*

[Redacted]

#### Case Scenario 2.7.4.5

[Redacted]

*Response*

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

#### Case Scenario 2.7.4.6

[Redacted]

#### Response

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

**Case Scenario 2.7.4.7**

[REDACTED]

*Response*

[REDACTED]

[REDACTED]

[Redacted]

2.7.4.7.1

[Redacted]

Response

[Redacted]

[Redacted]

2.7.4.7.2

[Redacted]

Response

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

#### 2.7.4.7.3

[REDACTED]

#### Response

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### Case Scenario 2.7.4.8

[REDACTED]

*Response*

[REDACTED]

[REDACTED]

[REDACTED]

#### **Case Scenario 2.7.4.9**

[REDACTED]

*Response*

[REDACTED]

[REDACTED]

#### **Case Scenario 2.7.4.10**

[REDACTED]

*Response*

[REDACTED]

[Redacted]

[Redacted]

**Case Scenario 2.7.4.11**

[Redacted]

*Response*

[Redacted]

[Redacted]

**Case Scenario 2.7.4.12**

[Redacted]

*Response*

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Case Scenario 2.7.4.13**

[REDACTED]

*Response*

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### Case Scenario 2.7.4.14

[REDACTED]

#### Response

[REDACTED]

[REDACTED]

[REDACTED]



**Dear RFP Coordinator,**

As MediTrans partners, we are proud to offer this letter as a testament to the company's unparalleled ability to manage and facilitate Medicaid transportation for those in need across Louisiana.

MediTrans' competence to not only drive the day-to-day functions of brokering, but also provide individual coaching to their providers and continued care to beneficiaries sets them apart as an ideal partner for healthcare transportation providers.

MediTrans serves a critical function as the only Louisiana-based Coordinated Transportation Network. Their network covers the entire state, providing a niche familiarity with the region, the facilities, and local healthcare landscape, and connecting their partner providers with agencies and beneficiaries across Louisiana for efficient transportation service coverage.

MediTrans is equipped with pioneering software that provides integrated communication, scheduling, and monitoring capabilities, putting in place safeguards for providers to make sure they are able and prepared to deliver each trip on time, every time. Further, MediTrans' network-wide dispatching system, GPS feature, and real-time trip monitoring sets their network providers up for success and trip optimization as they work to transport thousands of Medicaid passengers across the state each month to their critical appointments and healthcare needs. The merit-based system MediTrans has implemented incentivizes drivers to strive for continuous improvement, a model not found elsewhere, and we appreciate their processes that allow providers to make the most out of their service.

The support and structure MediTrans provides is singular and impactful for Medicaid transportation providers across the state. MediTrans is driven by their desire to provide healthcare transportation to Louisiana's vulnerable, and this is displayed in their business model and the way they work with partner providers. The coaching, resource tools, and functional software that they offer not only benefits drivers, but also benefits the beneficiaries that we interact with every day as it allows us to grow our capabilities and continue to be reliable and efficient in our work.

MediTrans' comprehensive and adaptive approach distinguishes the company as a leader in the healthcare transportation industry. We express our support for the work they do, and we have the utmost confidence in their ability to fulfill the needs of this RFP.

**SIGNED**

Dexter Trivett  
Director II & Chief Operating  
Officer  
**Healthy Blue Louisiana**

Blaise Zuschlag  
President and Chief  
Administrative Officer  
**Acadian Companies**

Michael Shabkie  
Founder/Treasurer  
**Non-emergency Medical  
Transportation Accreditation  
Council (NEMTAC)**

Calvin Fabre  
President  
**Envoc**

Steve Smith  
Founder  
**MediRoutes by Schedule  
Viewer, LLC**

Mandy Mitchel  
Chief Executive Officer  
**Lafayette Economic  
Development Authority (LEDA)**

Bradley Broussard, MD  
Wayne Cestia, MD  
Board of Trustees  
**Ochsner Lafayette General  
Hospital**

Brandy Ledet  
Associate Director, Business  
Expansion and Retention  
Group  
**Louisiana Economic  
Development (LED)**

Davis Corbett  
Administrator  
**Beehive Homes Assisted Living**  
Wendy Taylor  
Senior Director  
**Franciscan Missionaries of Our  
Lady Health System**

Will Arledge  
Chief Executive Officer  
**Genesis Behavioral Hospital**

Rob Miller  
Chief Executive Officer  
**MMO Behavioral Hospital**

Caroline Monceaux, RN MSN  
Chief Nursing Officer  
**Acadia General Hospital**

Katie Schmaltz, RN BSN ACM  
**Ochsner Lafayette General  
Hospital**

Michael Miller  
Emergency Operations Lead  
Coordinator  
**Louisiana Department of  
Transportation and  
Development**

Sabrina Sonnier  
Executive Director  
**Avoyelles Council of Aging,  
Inc./ Public Transit**

Brantley Yeager, B.S., R.T.(R),  
MHA  
Assistant Practice Administrator  
**Cardiovascular of the South**

Brianna Verdin  
Health Benefits Coordinator

**Acadiana CARES**

Mark Cullen  
Chief Executive Officer  
**Compass Health**

Casey Hoyt  
Chief Executive Officer  
**VieMed**

Matthew Delcambre  
Scout Leader and Board  
Member for the Evangeline  
Area Council  
**Boy Scouts of America**

Elaine Abell  
Board Member  
**Louisiana Children's Medical  
Center**

Diana Dysart  
President  
**St. Bernard Parish School  
Board**

Michael Tarantino  
Chief Executive Officer  
**Iberia Industrial Development  
Foundation**

Chris Meaux  
Founder  
**Waitr**

William "Kip" Schumacher  
Founder and Executive  
Chariman  
**Schumacher Group**

Julie Hoggatt  
Founder  
**In-Thought Research**

## APPENDIX B: COMPANY RESUMES

---

### MORGAN D. LANDRY

8 YEARS OF EXPERIENCE

---

#### Chief Operating Officer

#### Contract Operations Manager

Analytical and strategic professional whose leadership, communication, and physician relationship skills combined with executive ability have consistently enabled healthcare organizations to meet strategic objectives, financial goals, and system outcomes. Experienced in leading complex organizational operations within competitive markets; demonstrated passion for excellence and reputation for creating positive work environments that rise to levels of exceptional productivity while fully maintaining QA standards and meeting client demand and profitability goals.

#### Relevant Work Experience

---

##### MediTrans, LLC

##### Chief Operating Officer 2019-current

- Oversee operational policies and procedures for a 50-member organizational team.
- Coach new managers and challenge individuals to develop effective leadership skills
- Manage testing and process improvement activities for software development
- Drive sustainable growth and minimize loss, head outreach and business relations, and review budgets/staffing

##### Southeastrans, Inc.

##### State Director of Operations 2017-2019

- Administered executive-level oversight for all business contracts spanning \$16-\$20M in annual revenue and a workforce of 80+ direct and indirect reports
- Executed quality improvement programs, partnering with stakeholder to improve customer satisfaction
- Advanced acquisition and growth plans

#### Education

---

##### Louisiana State University

##### General/Interdisciplinary Studies 2012

#### Skills

---

Provider Relations

P&L Accountability

Cost Reduction and Avoidance

Client Satisfaction and Retention

Strategic Operations Planning

Process Improvement

Quality Assurance/Control

Personnel Management

Business Development

Plan and Regulatory Compliance

Healthcare Management

Managed Care Organization

### Morgan D. Landry – Relevant Work Experience (Continued)

- Enabled information-sharing with client management teams related to weekly/monthly contractual SLAs and negotiated provider agreements and rates
- Promoted rapid internal growth by initiating rapport with key stakeholders such as stage agencies, contractors, advisory boards, and NET providers

#### Reliant Transportation Group 2011-2017

##### Director of Business Development

- Steered management team to align marketing, sales, production, and administrative departments to increase company-wide efficiency and productivity
- Identified and pursued new partner contacts, securing strategic alliances and business opportunities
- Pioneered changes to address revolutionary staff growth while decreasing overhead costs by 33% despite staffing and training upsurges

##### Operations Manager

- Supervised daily operations and a 60+ member team, providing project management, capacity planning, goal forecasting, and annualized budget services for the largest non-emergency medical transportation company in Baton Rouge

##### Assistant Operations Manager

- Led and directed core operations team and drove operational excellence to meet health and safety, sustainability, quality, and financial targets while ensuring highest degree of customer service/dealer satisfaction.

##### Dispatch Manager

- Imparted guidance and oversight to entire business operation, including directing, coordinating, and evaluating department

## Director of Operations

## Provider Network Manager

Extensive experience managing -to-day transportation operations. Coordinates business strategy development and shows strong ability to establish, maintain, and grow provider relations through an expansive client network. A self-starter who specializes in the identification and implementation of process improvements to ensure maximum organizational health and efficiency. Known for taking initiative and skilled at meeting challenges. Excellent analytical and negotiating skills.

## Relevant Work Experience

MediTrans, LLC  
Director of Operations 2019-Present

- Plan, develop, and implement strategy for operational management in accordance with corporate objectives dictated by CEO directives
- Establish and implement operational policies and procedures to assure compliance with corporate and contractual objectives
- Recruit, select, develop, and direct management staff
- Direct and/or delegate all business function management tasks and ensure appropriate and timely outcomes
- Coordinate communication with principal stakeholders including clients, state & federal agencies, advisory committees, and NEMT providers
- Responsible for software platform creative design and utilization (transition & implementation) as subject matter expert for initial and ongoing platform initiatives
- Responsible for overall Network Digitization and assumes the role of subject matter expert for all digitization initiatives

## Education

University of Memphis  
Psychology  
2011

## Skills

Provider Relations  
Process Improvement  
Process Implementation  
Organizational Healthcare  
Operational Management  
Performance Analytics  
Organizational Communication  
Statistical Analysis and Reporting  
Staffing  
Business Development  
Strategic Planning  
Contract Execution  
Compliance Regulations

## John C. Lester – Relevant Work Experience (Continued)

- Engage in provider relations support to initiatives for overall provider business management support (i.e., assisting with grants for vehicles, strategies for hiring and maintaining quality drivers)

### Southeastrans, Inc. 2016 - 2019

#### Provider Relations Manager

- Organized and grew transportation provider network that serviced Medicaid members across the state
- Coordinated efforts to bring over 150 Transportation Provider companies to be 100% compliant with state standards and run over 50,000 NEMT trips/Month
- Oversaw implementation of new contract that doubled the company's footprint in the state while controlling provider costs

#### Compliance Officer

- Managed private and state-operated Non-Emergency Medical Transportation
- Inspected all transporting vehicles to ensure they meet state and federal guidelines
- Trained all drivers on CPR, Transportation of Individuals with Special Needs, HIPAA laws, and State of Tennessee Contract guidelines

### Jefferson Neurobehavioral Group

#### Psychometry Department Manager 2012-2016

- Managed approximately 15 employees
- Interviewed, trained, and monitored all psychometrists on HIPAA compliance and company procedures throughout their employment
- Analyzed and run statistical analyses of testing data to produce final reports



## Project Manager

## Call Center Manager

Experienced Project Management Professional (PMP) offering over 20 years of success leading all phases of technology projects and managing call center operations. Has served in multiple capacities to plan, monitor, manage, and deliver large high-profile projects on schedule, while also aligning business goals and technology management to drive process improvements adding value for clients. Effective communicator and can leverage technical, business, and financial acumen to communicate effectively with stakeholders in various role. Demonstrated ability to structure, document, and implement processes at an enterprise level as well as a project level.

## Relevant Work Experience

Department of Child and Family Services  
LAIE UAT Phase Manager

- Provide expert advisement on daily client testing of the Integrated Eligibility system Ensures the availability of healthcare transportation to the community
- Assist the client management team in establishing goals, tracking metrics, and troubleshooting issues for 40+ client testers
- Support the client and the contractors in a liaison role to collaboratively develop and monitor project activities and create mitigation plans

Louisiana Department of Health  
LAMeds Application Processing Manager

- Supported LDH by creating start-up processes, facilitated training, and onboarding of a 40+ member team
- Assisted the program management team in a project management capacity and supported the State agency in meeting their processing goals

## Education

University of Louisville  
Project Management  
1997

## Skills

Project Management  
System Migrations/Integrations  
IT Project Lifecycle  
Enterprise Resource Planning  
Tyler Munis Implementation  
Content Management Systems  
Project Start-up including Charter development  
Project Planning and Resource Allocation  
Testing/QA/Rollout/Support  
Vendor Management  
Cross-Functional Supervision  
Six Sigma Green Belt

## Beth Long – Relevant Work Experience (Continued)

### Texas Office of the Attorney General Project Manager

- Responsible for the development of the definition, creation, implementation and compliance monitoring of the Call Center and Quality Assurance activities and related reporting Coordinated staff assignments and schedules staff and resolved their problem discrepancies
- Assisted in the analysis, development, and testing of custom software
- Created presentations, documentation and ad hoc reports that identified quality trends, issues and call center metrics for senior management and client stakeholders

### Louisiana State Employees' Retirement System Content Management System Implementation

- Provided support in the liaison role between vendor and client, fostering a collaborative team
- Provided client support in decision making and related accountability, change and communication management, dependency management, and risk management
- Communicated project management best practices and implement standardized processes

## Chief Executive Officer

## Chief Executive Officer

Provides non-emergency medical transportation broker services in the state of Louisiana. Extensive experience managing staff, provider relations, trip facilitation, and conflict resolution. Comprehensive knowledge of Louisiana healthcare landscape and has built network of local providers, agencies, and beneficiaries. Supervises broker activities while continuously developing new strategies to improve performance standards.

## Relevant Work Experience

## MediTrans, LLC

## Chief Executive Officer 2003-Present

- Oversee the day-to-day operations for non-emergency medical transportation
- Ensure the availability of healthcare transportation to the community
- Assign staffing roles, conducts training, and manages internal conflict resolution
- Prepare budgets and monitors expenditures

## Priority Behavioral Health

## Chief Executive Officer

Community Mental Health Clinic Administrator  
2008-2013

- Coordinated with suppliers and managed staffing for facility, including conflict resolution and team assignments
- Oversaw the implementation of JCAHO/CMS requirements
- Ensured the availability of mental health services for beneficiaries within the facility

## Education

## University of Southwestern Louisiana

## Business Administration

1997

## Skills

Provider Relations

Corporate Communications

Team Management

Project Coordination

Statistical Analysis

Staffing

Office Administration

Beneficiary Relations

Personnel Supervision

Performance Analysis

Industry Training and Coaching

Recruiting and Onboarding

Quality Control

Conflict Resolution

Billing and Collections

Sales and Management

## Paul Broussard – Relevant Work Experience (Continued)

### Iberia Healthcare

#### Rural Health Clinic Administrator 2010-2013

- Managed daily operations of clinic
- Coordinated staff assignments and schedules staff and resolved their problem discrepancies
- Developed planning to promote healthcare services within the community
- Prepared comprehensive fiscal reports and arranged training for new hires

### Bluefin Transport, LLC

#### CEO/Transportation Broker

1998-2008

- Managed transportation of motor systems delivering oilfield tools and equipment
- Coordinated the execution and documentation of MSAs with partner oil companies
- Oversaw broker network with owner and lease operators

## Chief Information Officer

## Information Technology (IT) Director

Expert in information technology, software development and integration, and cloud computing. Familiar with HIPAA policies and oversees strategic planning for new software applications and integrations. Comprehensive knowledge of Louisiana healthcare landscape and information technology needs.

---

Relevant Work Experience

## MediTrans, LLC

## Chief Information Officer 2019-Present

- Ensure company's technological processes and services comply with all laws and regulations
- Strategize and implement technology to result in company efficiency and growth
- Create, maintain, and enforce written policies and procedures around company computer operations
- Compile and review records to determine department productivity and quality of output
- Develop and customize technology systems to optimize performance
- Coordinates and cooperates with HIPAA Privacy Officials to ensure compliance across the organization
- Oversees company business continuity plan and HIPAA contingency plan, as well as disaster recovery, emergency operations, and business impact analysis

## VieMed, LLC

## Chief Information Officer 2017-2019

- Developed strategic plans for company growth and development
- Directed the design, development, and maintenance of systems and programs
- Compiled and reviewed records to determine department productivity and quality of output
- Ensured secure operating systems to protect company data

---

Education

## University of Louisiana at Lafayette

## PhD, Computer Science

2008

University of Southwestern  
Louisiana

## MS, Computer Science

2004

## Harvey Mudd College

## BS, Computer Science

2000

---

Skills

Software Development

Cloud Computing

Web Services

Integration

HIPAA Compliance

Strategic Planning

IT Implementation



## APPENDIX C: MEDITRANS WORK PLAN

[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]





[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
					[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[illegible]

[REDACTED]					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## APPENDIX D: BENEFICIARY SURVEY

---



### 2021 End of Year Beneficiary Survey

⊕ PAGE TITLE

\* 1. What Provider did you ride with for your last appointment? 🗨 0

\* 2. Did you get a Phone Call from Provider the night before your trip? 🗨 0

☐ Yes

☐ No

\* 3. Did you get a Phone call from the provider when they were on their way? 🗨 0

☐ Yes

☐ No

\* 4. Did you get to your appointment on time? 🗨 0

☐ Yes


☐ No

\* 5. Did you enjoy your experience riding with this provider? 🗨 0

☐ True


☐ False



\* 6. Would you ride with this provider again?  0


☐ Yes


☐ No

\* 7. Are you aware that providers can pick you Up to 2-hours, plus the travel time before your appt time?  0

☐ Yes


☐ No

\* 8. Is there any other information about this (or other providers you would like to let us know?  0

\* 9. Are you aware that LDH allows providers to have up to 2 hours to come get you after you call MediTrans when your appointment is over?  0


☐ Yes

☐ No


\* 10. Are you aware that the 2 hours does not start when the driver or company that dropped you off is called and you need to call MediTrans for that timer to be tracked?  0


☐ Yes

☐ No

\* 11. How Would you rate MediTrans agent's customer service skills?  0

Poor	Not very good	Ok	Pretty Good	Great
★	★	★	★	★


\* 12. What is the best thing about The Transportation Service?  0

\* 13. Are you aware of the Gas Reimbursement/ Friends and Family Program?  0

- ☐ Yes
- ☐ No
- ☐ I would like someone to contact me so I can learn more


\* 14. Are you aware of the Public Transit Program?  0

- ☐ Yes
- ☐ No
- ☐ I would like if someone can contact me to tell me more

15. Enter the Member's Name & DOB here if they wanted someone to contact them about GR and/or PT  
 0

Member Name

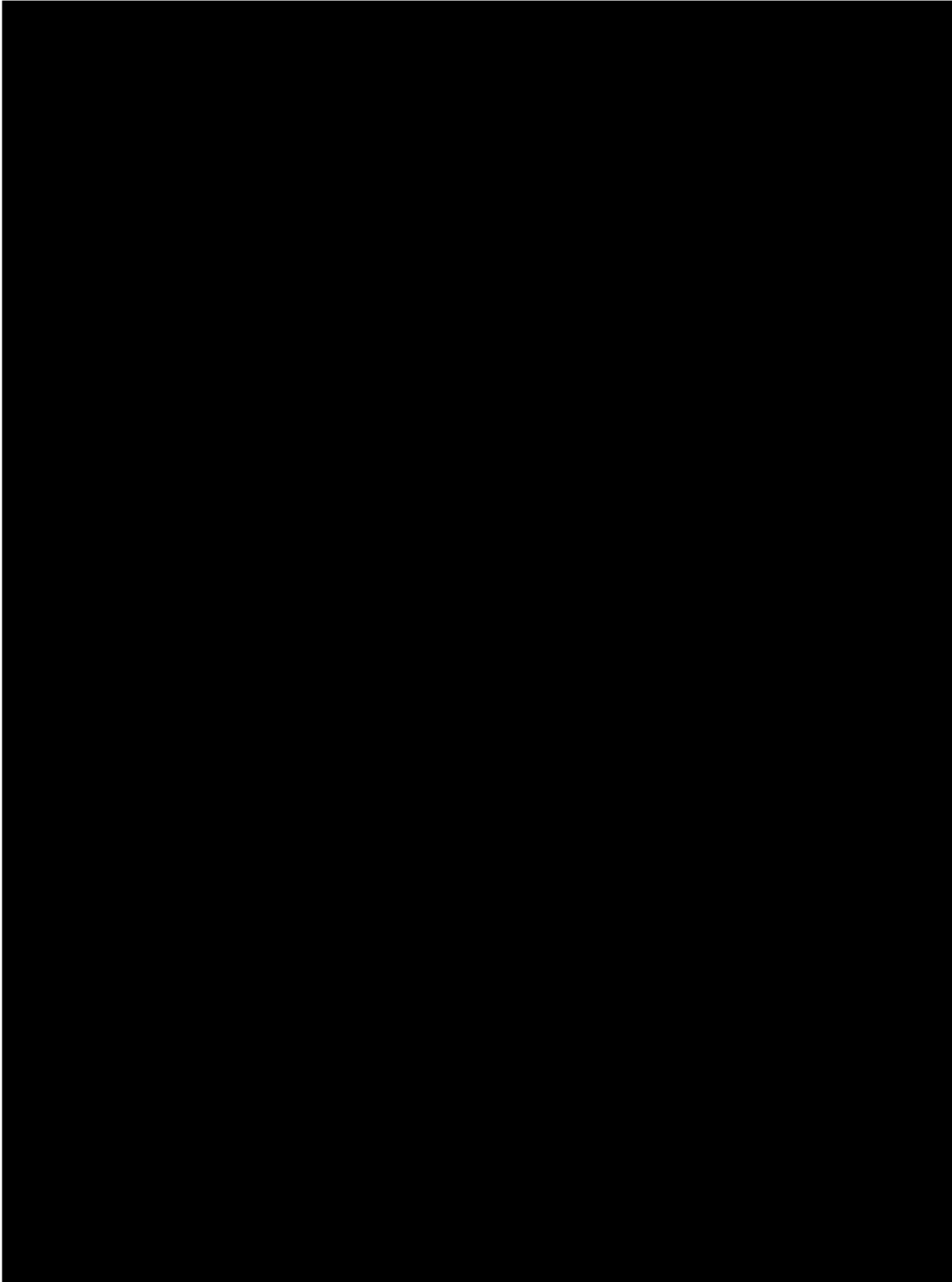
Member DOB

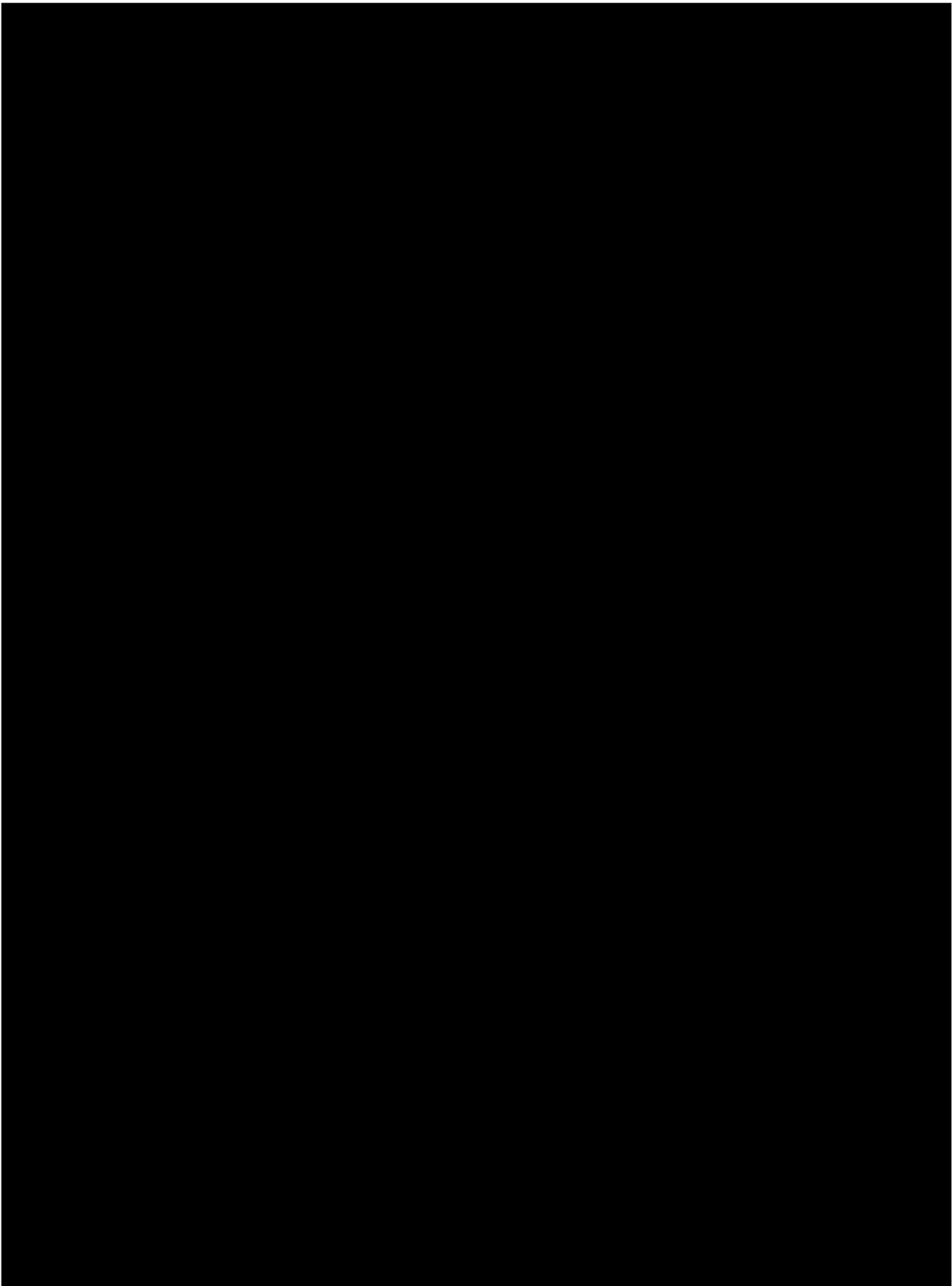
\* 16. What would you like to see MediTrans improve on the most in 2022?  0

\* 17. Enter this member's Medicaid ID Here  0

## APPENDIX E: MEDICAID CUSTOMIZATION PLAN

---





## APPENDIX F: FRAUD AND ABUSE PREVENTION POLICY

---

### DETECTION

In addition to word-of-mouth reporting, MediTrans employs multiple methods for the detection of fraud, waste and abuse. Some of these methods include:

- Real-time eligibility verification at the time of booking transportation
- Real-time trip verification to ensure transportation of beneficiary took place, that the pick-up and drop off locations matched the geolocations of approved addresses, that all required signatures were captured, and that the driver and vehicle were authorized to perform the trip
- Standing Orders are regularly reverified with Healthcare Provider via Healthcare Provider Portal
- Audio and video surveillance in all vehicles operated by contracted transportation providers
- Annual and Spot Inspections of vehicles operated by contracted transportation providers performed by MediTrans field agents
- Real-time monitoring and adherence to SAM/OIG exclusion lists

### REPORTING AND ENFORCEMENT

The FCA also allows for private individuals or “Whistleblowers” to bring “qui tam” civil actions against persons who violate the statues of the FCA. The federal government may intervene in the lawsuit and assume primary responsibility for prosecuting, dismissing or settling the action.

The FCA, as well as MediTrans Policy, also provides for protection for employees from retaliation for reporting suspected violations of these laws.

### EDUCATION

MediTrans is committed to adherence to the laws set within the FCA. Education programs are set in place and administered by MediTrans’ Compliance Department, in conjunction with all other training and educational material in MediTrans’ policies and procedures.

These programs include, but are not limited to:

- Methods for detecting, preventing, and reporting Fraud, Waste and Abuse
- Whistleblower rights under federal law
- New-Hire Fraud, Waste, and Abuse policy and procedure training for all employees, contractors, and agents
- Annual refresher training on Fraud, Waste, and Abuse policy and procedure training for all employees, contractors, and agents
- Written acknowledgement of understanding of Fraud, Waste, and Abuse policy and procedure from all employees, contractors, and agents

## APPENDIX G: CONTINUITY OF OPERATIONS PLAN (COOP)

Continuity of Operations Plan	
Original Effective Date	1/22/2020
Date of Last Revision	1/2/2022
Review Date	6/1/2022
Authorized Approval	Morgan Landry, Chief Operating Officer
Approving Signature	<i>Morgan Landry</i>

[REDACTED]

[REDACTED]

[REDACTED]

### Staff Roles and Responsibilities

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### Emergency Mode Operation Plan

[REDACTED]

[REDACTED]

#### Proactive Measures

[REDACTED]

[REDACTED]

[REDACTED]





## APPENDIX H: WHEELCHAIR POLICY

---

Door-to-Door with Moderate Assistance Policy	
Original Effective Date	09/01/2021
Date of Last Revision	12/9/2021
Review Date	12/9/2022
Authorized Approval	Morgan Landry, Chief Operating Officer
Approving Signature	<i>Morgan Landry</i>

It is MediTrans' policy that in accordance with LDH regulations, all wheelchair transportation provided is to be a Door-to-Door service.

### **Door-to-Door Service is defined as:**

The beneficiary is in view of the driveway/pickup point waiting for the driver to arrive. The driver will pull up and safely park at the pickup point (the driveway if possible) and assist the passenger from the door onto the vehicle if they require it. Once they arrive at the destination, they will assist the passenger out of the vehicle and to the door of the destination if they require it, and not leave until the beneficiary safely enters the doorway of the destination.

At no point should a driver enter the beneficiary's home or the facility to locate or assist a beneficiary, or pickup/move a beneficiary into or out of a wheelchair or any other mobility device.

If a driver is requested to provide more than moderate assistance, or asked to enter the home, MediTrans should be notified immediately.

Any failure to adhere to this policy described above is subject to progressive disciplinary actions, up to and including termination of contract.

Curb-to-Curb with Moderate Assistance Policy	
Original Effective Date	09/01/2021
Date of Last Revision	12/9/2021
Review Date	12/9/2022
Authorized Approval	Morgan Landry, Chief Operating Officer
Approving Signature	<i>Morgan Landry</i>

It is MediTrans' policy that in accordance with LDH regulations, all NEMT transportation provided except for wheelchair is to be a Curb-to-Curb service.

**Curb-to-Curb Service is defined as:**

The beneficiary is outside or in view of the driveway/pickup point waiting for the driver to arrive. The driver will pull up and stop in front of the curb and assist the passenger onto the vehicle if they require it. Once they arrive at the destination, they will assist the passenger out of the vehicle and not leave until the beneficiary safely enters the doorway of the destination.

However, in the case that a beneficiary requests, the driver must provide moderate assistance to those passengers who need assistance beyond the curb to use the service unless such assistance would present a direct threat to the driver, other riders/individuals, or the paratransit vehicle.

*One example of moderate assistance is the driver providing a steadying hand, shoulder, or arm to assist the beneficiary to the car from their house if needed.*

*Another example of moderate assistance is helping the beneficiary navigate their mobility device to the vehicle.*

At no point should a driver enter the beneficiary's home or the facility to locate or assist a member, or pickup/move a beneficiary into or out of a wheelchair or any other mobility device.

If a driver is requested to provide more than moderate assistance, or asked to enter the home, MediTrans should be notified immediately.

Any failure to adhere to this policy described above is subject to progressive disciplinary actions, up to an including termination of contract.