



WISCONSIN LEGISLATURE

P.O. BOX 8952 • MADISON, WI 53708

February 13, 2014

Sen. Robert Cowles, Co-Chair
Joint Legislative Audit Committee
State Capitol, Rm 118 South

Rep. Samantha Kerkman
Joint Legislative Audit Committee
State Capitol, Rm 315 North

Dear Audit Co-Chairs,

This letter is to request that the Joint Legislative Audit Committee approve an audit of the state's non-emergency medical transportation program, currently contracted to Medical Transportation Management Inc., or "MTM."

This program has been plagued with major problems since its implementation, initially under the contract with Logisticare, and more recently with MTM. Individuals that rely on this program are primarily elderly or have significant health conditions. Some require time-sensitive treatments such as dialysis. However, these individuals continue to report significant problems with the medical transportation program.

Legislative offices receive numerous contacts from constituents who are repeatedly late to appointments or abandoned for hours at appointments without a ride. Last month the Milwaukee Journal Sentinel also documented this troubling issue (article attached). Shawano County officials also sent the attached letter to MTM, the Greater Wisconsin Agency on Aging Resources, and legislative offices documenting concerning issues with the program in their county in January.

Riders also report being picked up in vehicles that don't conform to their needs, in at times unmarked vehicles, sometimes in disrepair; being forced to arrange their own rides; and being told to take the bus for rides that go outside of the bus system service routes. Complaints are not adequately acted upon. Citizens report long hold times and phone operators are at times rude or provide misinformation. It is also unclear that the Department of Health Services is appropriately assessing fiscal damages for the poor service our constituents have received.

In addition to the concerning difficulties faced by the populations this program is intended to serve, the current program is also negatively impacting our longstanding local transportation providers. These small businesses feel MTM has not been a fair partner in administering this program, limiting the number of rides placed unless they substantially drop their rates and instead using problematic, less reputable providers that leave our constituents without a ride to or from an appointment.

Finally, it is unclear if this program is financially prudent for our state. The reason the state chose to pursue a privatization of this service was to reduce the cost. However, the state does not appear to be saving money under this model. The transition to Logisticare was estimated to save \$4 million a year, largely due to increased

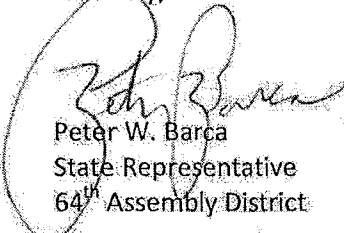
federal aid in exchange for the state's tracking rider information, but the new contract with MTM costs Wisconsin taxpayers \$6.3 million more per year than the first contract.

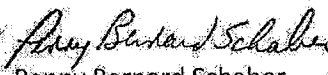
Beyond the larger than expected costs of privatization, the current program also sets up a perverse incentive without appropriate oversight. MTM receives a fixed amount of funding so the company makes more profit providing less service. While we should welcome innovation and efficiency, we must provide a reasonable baseline of service to the people who rely on this program. We are currently paying higher costs for less reliable services. Perhaps there is another model the state could pursue that could be more cost-effective and provide better service to these citizens.

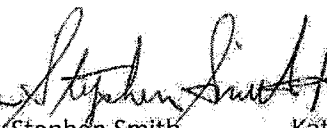
In the past two years the Joint Legislative Audit Committee has received three bipartisan legislative requests for an audit of the non-emergency medical transportation program. A legislative audit could appropriately study the impact of the program on the riders who are elderly or have disabilities and use the program, the local providers that transport our constituents, and the state. An audit should consider the volume of complaints, the complaint process, the process for scheduling rides with local providers and determining which provider is selected, oversight actions by the Department of Health Service, and the financial effect of the program on taxpayers.

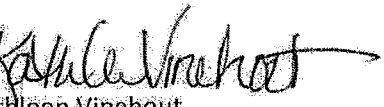
We hope that you will seriously consider this and earlier requests to review the non-emergency medical transport program and act quickly to begin an audit.


Sincerely,

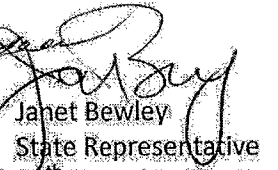

Peter W. Barca
State Representative
64th Assembly District

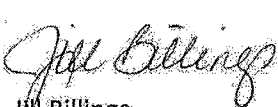

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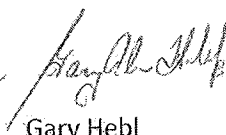
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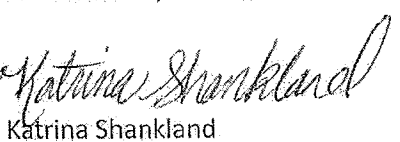
Melissa Sargent
State Representative
48th Assembly District



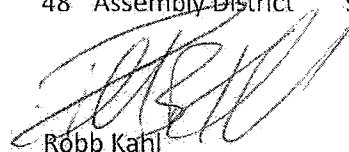
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91st Assembly District



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State Representative
20th Assembly District



Katrina Shankland
State Representative
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Robb Kahl
State Representative
47th Assembly District



Public Investigator

MTM medical ride ratings in Wisconsin take a beating

By Gitte Laasby of the Journal Sentinel
Jan. 28, 2014

The honeymoon appears to be over for non-emergency medical transportation provider MTM Inc. in Wisconsin. Multiple BadgerCare and Medicaid members have complained to the Public Investigator in recent weeks about repeated no-show rides to medical appointments and long hold times on MTM's hotlines.

Jill Daniecki of Racine said her daughter, Sasha Hunter — she has cerebral palsy and uses a wheelchair — has missed 13 of her weekly appointments since MTM took over dispatching of rides from LogistiCare in August. She said that in several cases the companies scheduled to give Hunter rides canceled at the last minute and without notice.

Sometimes, Daniecki said, she won't find out that the scheduled company turned back her daughter's ride until the pickup time has passed and she calls MTM to find out where the ride is. At other times, MTM will call to say it's unable to find a different transportation provider on such short notice. Daniecki is getting frustrated.

"We had 13 no-shows from Racine to Milwaukee for her therapy," Daniecki said. "They still need to provide some kind of transportation for her. Just because they turn it back doesn't mean it's excusable."

Daniecki said her daughter, who is non-verbal, has been regressing because she missed so many therapy sessions. She said one particular company had habitually turned away rides with less than the required 24 hours' notice even though the trips were scheduled weeks in advance.

"I filed a grievance with MTM. Nothing's become of it," she said.

Michele Lucas, a spokeswoman for MTM, said in an email that the company "works diligently to meet all trip requests" and stays in touch with the member to provide updates on the status of his or her trip in the meantime.

MTM's contract with the state requires the company to keep track of patterns of complaints about particular providers, who can be dismissed from the network of providers if problems persist. According to the state's original request for proposals, the state can also assess financial damages of \$100 to \$1,000 from providers each time a ride doesn't show up or shows up late.

Claire Smith, speaking for the Wisconsin Department of Health Services, said MTM closely monitors no-show and cancellation rates.

"If a provider falls below the established performance standard, they will be counseled and put on a Performance Improvement Plan," she wrote in an email. "If the provider is not able to perform to MTM's standards, they will be removed from the network."

Lucas refused to say whether MTM has removed any providers from its network, saying it doesn't disclose disciplinary actions.

Riders, including Anthony Coleman of Janesville, question whether MTM is actually holding providers accountable for their mistakes. He suspects MTM continues to use problematic providers because they charge low rates.

Coleman had woes similar to Daniecki's, with a particular company not showing up. The company — it is different from the one in Daniecki's case — had been a no-show for three appointments. When Coleman called to schedule another ride and MTM assigned him the same provider, he objected.

"I told them the previous three times, they didn't show up to pick me up," he said. "The lady was pretty snotty on the phone. She told me to either deal with it or she's going to hang up the phone and (cancel) my ride. They didn't show up and take me to my appointment."

Lucas couldn't comment on Coleman's specific situation but said in the situation described, its ombudsman or patient advocate "would not suggest that canceling transportation to a health care appointment was an acceptable resolution to the issue."

Lucas said that since MTM took over in August, it has consistently met its contract requirements of answering hotlines within 4 minutes.

MTM submits monthly reports to the state health department with statistics on complaints, reservations and calls. The reports have a three-month lag time. The latest report, which is for September, shows the average speed to answer was 2 minutes 15 seconds.

Smith added that the daily hold times are calculated as an average.

MTM handled nearly 100,000 calls in September. About 11% of callers hung up before they got through.

Substantiated complaints declined from LogistiCare's last month in Wisconsin — June — until September, the statistics show. LogistiCare had just over 1,000 substantiated complaints in July, according to statistics supplied by the Wisconsin Department of Health Services in response to a Public Investigator request. By comparison, MTM had 947 substantiated complaints in August and 723 in September.

In 172 of the September cases, no vehicle was available. In 229 cases, the provider was either late or didn't show up, and 169 were "internal" issues with MTM, such as processes, customer service and trip accuracy.

The complaints about no-show rides and long hold times echo similar complaints about LogistiCare, the vendor that MTM replaced, when LogistiCare first took over dispatching of rides in all of Wisconsin in the fall of 2012. At that time, riders also complained about erratic drivers, rude phone operators and long hold times. The state did not assess any damages against LogistiCare.

MTM's reports to the state are updated monthly and can be viewed at

dhs.wisconsin.gov/aboutdhs/initiatives/transportation/data/index.htm.

For more consumer stories, visit the Public Investigator blog at www.jsonline.com/piblog.

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Check the box to include the list of links referenced in the article.

SHAWANO COUNTY
DEPARTMENT OF SOCIAL SERVICES

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Shawano, WI 54166

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Shawano County Department of Social Services provides Equal Opportunity in employment and service delivery.

January 16, 2014

MTM, Inc.
Attn: Quality Management
5117 W. Terrace, Suite 400
Madison, WI 53718

Carrie Porter
OAA Consultant
Transportation Specialist
Greater WI Agency on Aging Resources
1414 MacArthur Road
Suite A
Madison, WI 53714

RE: MTM

To Whom It May Concern:

I am writing this letter representing of the Shawano County Department of Social Services Long Term Support Planning Committee. This letter is a result of numerous ongoing concerns regarding the transportation services of MTM.

The Long Term Support Unit provides services to the elderly and physically disabled, which can be a very vulnerable population depending on their needs. Issues and problems which have risen include, arranged rides not showing up, transportation vehicles showing up which are not able to transport clients in wheelchairs, drivers coming late for appointments, MTM not allowing someone to accompany the client who has the appointment even with Dr's approval, MTM not allowing driver to wait for client while they have the appointment (clients now need to call when their appt is completed and can wait up to an hour for their ride).

Examples of concerns include:

- 84 year old woman had transportation arranged for a medical appt regarding her eyes. Eye appt was required before scheduling her eye surgery. Transportation never showed up. Eye surgery had to be delayed.
- 50 year old woman had two (2) transports "no shows" within 30 days. Now she is refusing to make any further medical appointments as she does not want to use MTM for her transportation

- 87 year old woman had her transport no show. When she called her physician to reschedule her appointment she had to wait two (2) months due to his schedule
- 53 year old male had transport arranged but no one showed to take him to his appointment
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- 54 year old female confined to wheelchair. MTM made aware of clients wheelchair needs. Vehicle sent to transport that could not accommodate client's physical needs
- 69 year old confined to a wheelchair. No day before medical appointment confirmation call from MTM regarding ride arrangements. Worker contacted MTM who stated they did not make any arrangements. MTM instructed to call company they would have contracted with to make arrangements. That company was unable to make arrangements due to lack of prior notice
- A 68 year old woman who is confined to a wheelchair who currently is suffering from broken bones in her ankle and shoulder in addition to being a diabetic, obese, numerous joint disorders, GERD, osteoporosis and macular degeneration has called in to set up two different appointments with doctors in Green Bay. The first appointment was arranged and no one showed up. The second time, just before the driver should have arrived, she received a call that said they had no drivers available, appointment had to be cancelled at the last moment.
- A 70 year old woman under guardianship had an appointment and a driver arranged through North Central. She was due at the clinic at 10:40 AM. After an hour had passed from the time of her appointment, assigned social worker went to her home and found her on the porch, still waiting for the driver. No one ever called or showed up.
- 62 year old female client with cerebral palsy. As her body does not move on its own, she is always accompanied by a friend who assists her. The friend is capable of lifting client in and out of her wheelchair and can "translate" the client's mumbled speech to the doctors. Involved physicians completed statements for MTM stating it was required that an additional person accompany the client to all appointments. When the client's POA has called in to make an appointment for a driver, she was told repeatedly that the "extra person" cannot be accommodated for the ride. This client has been stood up with no driver ever appearing, the driver has come late for the appointment, or at the last minute she has received a call that, after all, a driver wasn't available. Sadly, this client has a lot of medical appointments so this is a source of incredible frustration to her. She never knows if she will be picked up or not or if the driver will give her a hard time about the "extra" person accompanying her. An additional problem for this client was that twice a year generally she has to go to Mayo Clinic in Minneapolis to consult doctors there regarding rods that have been inserted into her back to support her backbone and spinal column. When she called for a driver this fall, once again MTM Services gave her a horrible time about going out of state. These appointments at Mayo have been longstanding for approximately 5 years, and will probably continue. Although they sent a driver, it was a young girl who got lost on several occasions and spent her time while driving doing her nails. The driver never bothered to ask the client if she needed to stop during the trip to use the bathroom or to get something to eat. During another transport the driver was busy smoking while driving. When the client asked the driver to please stop smoking, due to her having asthma, he just rolled down the window.

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We as a department have made complaints on behalf of our clients and have when appropriate suggested they file complaints themselves. On one occasion when a client filed a complaint, the response she got was a letter from MTM Services indicating that her complaint had been received and that the client was correct "they had not been able to send a driver".

These are just some case examples of issues with MTM, unfortunately there are many more. I am concerned about the millions of dollars spent on a service that does not meet the needs of the consumer not to mention the money lost on "no showed" appointments. Under our county volunteer driver system, clients knew their drivers and had a friendship with them. They trusted them and knew they were reliable. Unfortunately this is no longer the case.

I hope this information will assist in creating change. We believe our responsibility is to provide the best care possible for our clients. This service is clearly falling short of that goal.

Sincerely,

Bonnie A. Olson
Bonnie Olson, Chairman

1-16-14
Date

Kelley
Kevin Conradt, Committee member

1-16-14
Date

John W. Hill
John Hill, Committee member

1-16-14
Date

Jody Johnson
Jody Johnson, Committee member

1/16/14
Date

Linda Vandemack
Linda Vandemack, Committee member

1-16-14
Date

Robert Rebman 1-16-14
Robert Rebman, Committee member Date

Caroline M. Melcher 1-16-14
Caroline Melcher, Committee member Date

Sharon Coats, pw 1-16-14
Sharon Coats, Committee member Date

Absent
Judy King, Committee member Date

Shirley Ebel 1-16-14
Shirley Ebel, Committee member Date

Lynnae Zahring 1/16/14
Lynnae Zahring, Supervisor LTS Date

CC: Office of Governor Scott Walker
115 E. Capitol
Madison, WI 53702

Beth Nachreiner, Commission Staff Director
WisDOT Office of Policy, Budget and Finance
P. O. Box 7910
Madison, WI 53707-7910

Representative Jeffrey Mursau
36th Assembly District - Wisconsin

Representative Kevin Peterson
40th Assembly District - Wisconsin

Representative Gary Tauchen
6th Assembly District - Wisconsin

Senator Robert Cowles
Senate District 2 - Wisconsin

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DEPARTMENT OF SOCIAL SERVICES

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Madison, WI 53718

Carrie Porter
OAA Consultant
Transportation Specialist
Greater WI Agency on Aging Resources
1414 MacArthur Road
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Kltt
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1-16-14
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Jody Johnson
Jody Johnson, Committee member

1/16/14
Date

Linda Vandenaack
Linda Vandenaack, Committee member

1-16-14
Date

Robert Rebman 1-16-14
Robert Rebman, Committee member Date

Caroline M. Melcher 1-16-14
Caroline Melcher, Committee member Date

Sharon Coats, RN 1-16-14
Sharon Coats, Committee member Date

Absent
Judy King, Committee member Date

Shirley Ebel 1-16-14
Shirley Ebel, Committee member Date

Lynnae Zahringer 1/16/14
Lynnae Zahringer, Supervisor LTS Date

CC: Office of Governor Scott Walker
115 E. Capitol
Madison, WI 53702

Beth Nachreiner, Commission Staff Director
WisDOT Office of Policy, Budget and Finance
P. O. Box 7910
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Representative Jeffrey Mursau
36th Assembly District - Wisconsin

Representative Kevin Peterson
40th Assembly District - Wisconsin

Representative Gary Tauchen
6th Assembly District - Wisconsin

Senator Robert Cowles
Senate District 2 - Wisconsin

In August 2013, MTM, Inc. began providing Non-Emergency Medical Transportation (NEMT) brokerage services, a contract previously held by LogistiCare Solutions, LLC. Concurrent with the new contract, the State implemented several new procedures for oversight and quality control. Advocacy groups are also keeping a close eye on the quality of service, to ensure that Wisconsin residents are well-served by the new provider.

If you, a family member, or someone for whom you provide services has questions or complaints about the service received from MTM, it is important to follow the steps outlined below, in order to secure better service, and to provide important feedback about the program.

- First, it is very important to file a complaint. You can file on behalf of a family member or client with their permission, if they are not able to do so. You can contact MTM directly at (866) 907-1494. Ask to be transferred to the Quality Assurance department. Telling your complaint to a Customer Service Representative will not result in your complaint being recorded. You may also file a complaint online at <http://www.mtm-inc.net/wisconsin-website/wisconsin-home/>.
- You can ask MTM to elevate the complaint to the Ombudsman at MTM, Sunja Bennett sbennett@mtm-inc.net.
- DHS has a person responsible for contract oversight. Her name is Danielle Dale and she can be contacted to resolve issues. Danielle.dale@dhs.wisconsin.gov
- DHS has contracted with an external entity, Hewlett Packard (HP, Inc.) to provide additional complaint resolution. The HP representative is Shawn Fredrickson Shawn.Fredrickson@wisconsin.gov (not to be confused with Shawn Thomas of DHS).
- It is good practice to also have the member alert their local legislator to the issues they are having. There is much discussion among legislators about the need for an audit, which in spite of two legislative requests, has not occurred. The purpose of the audit would be to determine if this model of NEMT transportation management is cost effective for the Wisconsin taxpayers.
- Another suggestion is for members, advocates, or providers to file a complaint with the Legislative Audit Bureau Fraud, Waste and Mismanagement Hotline. If enough complaints go directly here, this could trigger an audit without the need for legislative approval. All information provided in this way is completely confidential by law. The information for the hotline is here <http://legis.wisconsin.gov/LAB/hotline/> or call 1-877-FRAUD-17 (1-877-372-8317).