

**KYTC/OTD  
NEMT  
FY 2022  
(July 1, 2021 to June 30, 2022)  
CONFIDENTIAL  
REPORT**

**CONTAINS HIPAA PROTECTED INFORMATION**



COMMONWEALTH OF KENTUCKY  
TRANSPORTATION CABINET  
transportation.ky.gov

Andy Beshear  
GOVERNOR

Jim Gray  
SECRETARY

MEMORANDUM

To: Justin Dearing, Assistant Director  
Department for Medicaid Services

Thru: Vickie Bourne, Executive Director  
Office of Transportation Delivery

From: Jeremy Thompson, Regional Program Manager  
Human Service Transportation Delivery

Prepared By: Donna Mills, Medicaid/Medicare Specialist III  
Human Service Transportation Delivery

Date: November 2022

SUBJECT: FY22 – Fiscal Year July 1, 2021 to June 30, 2022  
Non-Emergency Medical Transportation Report: Trip Analysis, Complaints,  
CTAC/EQMC Meetings, Encounter Data, Rates, Non-Emergency Medical Transportation  
Denials, Recipient Rider Survey, Administrative Hearing Activity, Foster  
Parent/Private Auto Approvals

Fiscal Year 2022 has proven to be another successful year. During FY22, the Commonwealth issued 8,030 denials. This is a projected cost savings of at least \$471,923.10 to taxpayers; that is, if each person were to be transported only one time who were deemed ineligible.

The program is excited to report a 97% rating received via recipient rider surveys conducted. Recipients continue to maintain access to a quality, efficient, and accessible Non-Emergency Medical Transportation Service.

During FY22, the Program continues to realize an overall decrease in trip utilization due to the continuing COVID-19 Pandemic and Public Health Emergency effects as compared to prepandemic levels. However, 845,687 more trips were provided in FY22 as compared to FY21.

The Kentucky Transportation Cabinet, Office of Transportation Delivery presents the following Human Service Transportation Delivery, Non-Emergency Medical Transportation Report for State Fiscal Year 2022.

### Trip Analysis for FY22

YTD Trip Analysis Summary							Total	Recipient	Provider
FY22	Type 01	Type 02	Type 03	Type 04	Type 07	Type 08	Trips	No Shows	Reroutes
Totals	640	911,673	54,239	837,808	210,357	370,337	2,385,054	65,378	1,251
% of Trips	0%	38%	2%	35%	9%	16%			

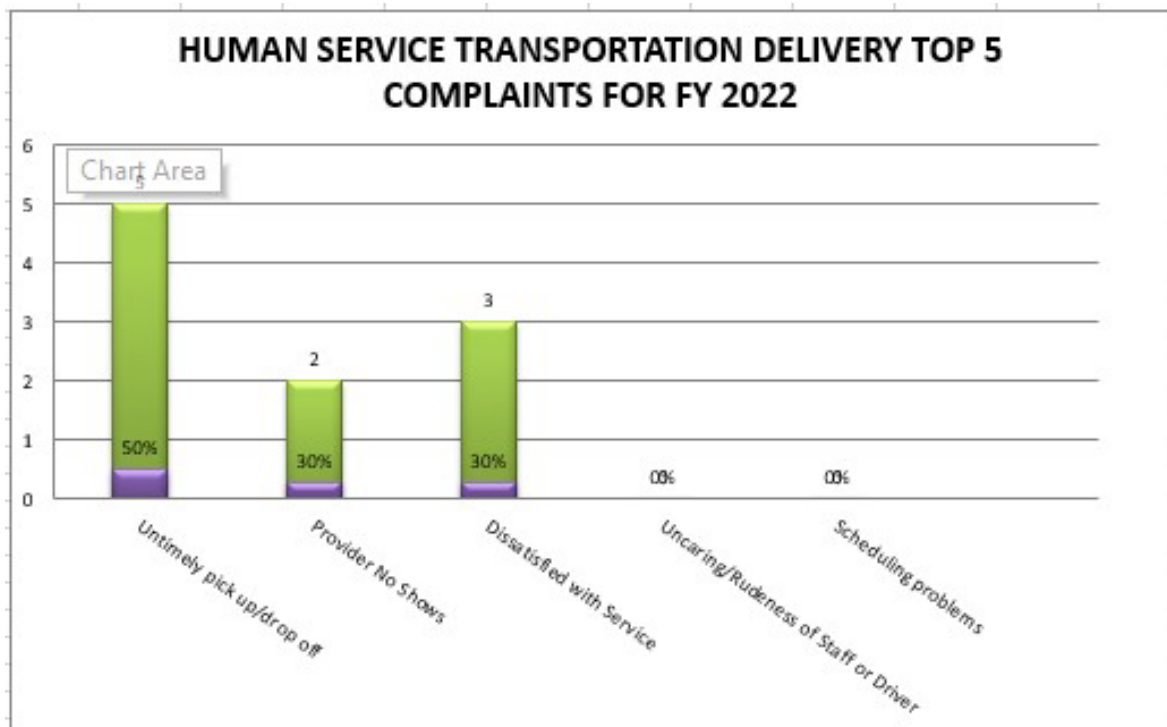
Miles	Undup. Recipients	Eligibles	Utilization per Population	% of Undup	Cost per Trip	Cost per Mile	Average Trip Length	Cap Payments Made
23,360,837	209,885	1,460,442	14%	14%	\$ 58.77	\$ 6.00	9.795	\$ 140,168,204.44

### Complaints from the State OTD Coordinators on the 1-800-line FY22

Complaints FY2022	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Totals
Dissatisfied with Provider	0	0	0	0	0	0	0	0	0	0	0	0	0
Dissatisfied with Broker	0	0	0	0	0	0	0	0	0	0	0	0	0
Dissatisfied with Service	0	0	0	0	0	0	0	1	0	0	0	2	3
Driver abandoned client	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid fraud being investigated	0	0	0	0	0	0	0	0	0	0	0	0	0
Provider No Shows	0	0	0	0	0	0	0	0	0	1	0	1	2
Riding too long	0	0	0	0	0	0	0	0	0	0	0	0	0
Scheduling problems	0	0	0	0	0	0	0	0	0	0	0	0	0
Service denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Untimely pick up/drop off	1	0	1	2	0	0	0	1	0	0	0	0	5
Uncaring/rudeness of Staff or Driver	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle in compliance	0	0	0	0	0	0	0	0	0	0	0	0	0
Voicing opinions	0	0	0	0	0	0	0	0	0	0	0	0	0
Wants Freedom of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
	1	0	1	2	0	0	0	2	0	1	0	3	10

**Complaints from the State OTD Coordinators on the 1-800-line FY22 (continued)**

Totals from July 2021 to June 2022	
Region 1	2
Region 2	0
Region 3	1
Region 4	1
Region 5	2
Region 6	3
Region 8	0
Region 9	0
Region 10	0
Region 11	0
Region 12	0
Region 13	0
Region 14	0
Region 15	1
Region 16	0
<b>Total for all Regions</b>	<b>10</b>



### **CTAC & EQMC Meetings FY22**

CTAC meetings were held on April 22, 2022 and June 21, 2022. There was one EQMC meeting held on June 21, 2022.

### **Encounter Data FY22**

Encounter Data was received monthly throughout the fiscal year from the Brokerages and converted via text file using the 5010 X12 conversion software. All 1<sup>st</sup> level errors were returned to the Brokers for corrections. Upon receiving corrected data from the Brokers, encounters were uploaded via Move It DMZ for further processing at Gainwell Technology. Currently, all encounters for Fiscal Year 2022 are uploaded and processed through Gainwell Technology.

### **Subcontractor Rates FY22**

Subcontractor Rates were established effective July 1, 2021. Subcontractor rates were adjusted August 1, 2021 for all Regions, September 1, 2021 for Regions 2 and 5, January 1, 2022 for Regions 2, 3, 4, 5, 6, 9, 12, and 16, May 1, 2022 for Regions 3, 6, 8, 13, and 16, and June 1, 2022 for Regions 1, 4, 10, 11, 12, 13, 14, and 15 due to the Covid-19 Pandemic and during the Public Health Emergency. Subcontractor rates are subject to quarterly review and may be revised during the course of the fiscal year.

### **Cap Rate/Adjustments FY22**

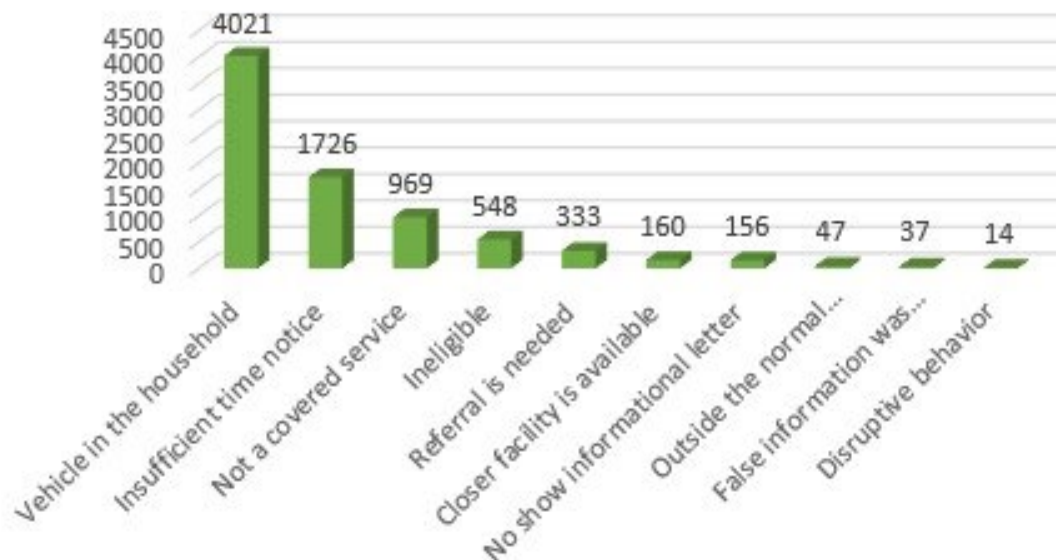
Region	Cap Rate
1	\$7.39
2	\$7.57
3	\$5.64
4	\$7.49
5	\$10.96
6	\$8.51
8	\$5.79
9	\$6.86
10	\$5.28
11	\$7.11
12	\$10.09
13	\$9.21
14	\$9.97
15	\$5.40
16	\$9.23

## Non-Emergency Medical Transportation Denials FY22

REGION	# OF DENIALS	% OF DENIALS
1	849	11%
2	939	12%
3	1072	13%
4	1429	18%
5	355	4%
6	582	7%
8	118	1%
9	150	2%
10	138	2%
11	229	3%
12	827	10%
13	404	5%
14	634	8%
15	207	3%
16	97	1%
Total	8030	100%

## Non-Emergency Medical Transportation Denials FY22 (continued)

### HSTD/OTD TOP TEN DENIALS FOR FY22



**Non-Emergency Medical Transportation Denials FY22 (continued)**

FY2022	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	Totals
<b>Abusive behavior</b>	1	0	1	0	1	0	0	0	1	1	0	0	5
Abusing the Transportation Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Closer facility is available	10	15	13	19	11	10	17	14	15	15	10	11	160
Disruptive behavior	1	1	0	0	0	2	1	1	4	1	0	3	14
guidelines	1	0	0	0	1	2	2	2	0	1	0	0	9
False information was provided	3	4	1	8	1	5	2	2	5	3	1	2	37
Ineligible	59	51	60	46	34	51	46	40	45	39	41	36	548
Insufficient time notice	143	129	129	153	145	115	130	105	168	129	173	207	1,726
No show informational letter	18	11	16	10	17	9	18	0	13	15	7	22	156
Not a covered service	52	91	72	66	83	66	115	62	79	82	98	103	969
Outside the normal working hours	3	1	3	3	5	2	6	3	8	5	2	6	47
Referral is needed	24	36	28	21	22	26	39	19	36	20	24	38	333
Refuses to wear a seatbelt	0	1	0	0	0	1	2	1	0	0	0	0	5
Vehicle in the household	322	397	349	275	348	279	415	367	368	276	249	376	4,021
<b>MONTHLY TOTALS</b>	<b>637</b>	<b>737</b>	<b>672</b>	<b>601</b>	<b>668</b>	<b>568</b>	<b>793</b>	<b>616</b>	<b>742</b>	<b>587</b>	<b>605</b>	<b>804</b>	<b>8,030</b>

**Recipient Rider Survey (January 2021 – December 2021)**

<p align="center"><b>Kentucky Transportation Cabinet Office of Transportation Delivery 2021 Rider Survey</b></p>							
<b>REGION/PROVIDERS</b>	<b>Received by OTD</b>	<b>Satisfied</b>	<b>% Satisfied</b>	<b>Not Satisfied</b>	<b>% Not Satisfied</b>	<b>No Response</b>	<b>% No Response</b>
Region 1	23	23	100.00%	0	0.00%	0	0.00%
Region 2	101	97	96.04%	2	1.98%	2	1.98%
Region 3	9	9	100.00%	0	0.00%	0	0.00%
Region 4	10	10	100.00%	0	0.00%	0	0.00%
Region 5	74	72	97.30%	1	1.35%	1	1.35%
Region 6	149	142	95.30%	5	3.36%	2	1.34%
Region 8	51	51	100.00%	0	0.00%	0	0.00%
Region 9	38	36	94.74%	1	2.63%	1	2.63%
Region 10	20	19	95.00%	0	0.00%	1	5.00%
Region 11	17	15	88.24%	2	11.76%	0	0.00%
Region 12	65	65	100.00%	0	0.00%	0	0.00%
Region 13	46	45	97.83%	0	0.00%	1	2.17%
Region 14	40	40	100.00%	0	0.00%	0	0.00%

Region 15	26	25	96.15%	0	0.00%	1	3.85%
Region 16	83	79	95.18%	1	1.20%	3	3.61%
<b>TOTAL</b>	<b>752</b>	<b>728</b>	<b>96.81%</b>	<b>12</b>	<b>1.60%</b>	<b>12</b>	<b>1.60%</b>

### **Administrative Hearing Activity FY22**

Region	Denial Reason	Hearing Status	Date of Hearing Request	OTD Notified of Hearing Date	Date of Hearing	Date Received Final Decision	Date of Final Decision	Final Decision
11	Vehicle in the Household	Final Order	2/18/2022	n/a	n/a	8/5/2022	8/2/2022	Dismissed as Default - Affirmed
3	Vehicle in the Household	Recommended						
3	Vehicle in the Household	Recommended	5/24/2022					
4	Vehicle in the Household	Final	5/24/2022	n/a	n/a	9/8/2022	9/2/2022	Dismissed as Moot

### **Letters from the Secretary's Office FY22**

- ✓ No letters from the Secretary's office

### **Private Auto Provider Application Approvals Activity FY22**

- ✓ No Private Auto Provider Applications for FY22



## Foster Parent Application Approvals Activity FY22

Region		OTD Received	OTD Approved	Submitted to DMS	Comments	Approved Date		Approval Sent to Broker
4/GRITS		3/22/2022	3/24/2022	4/24/2022		4/21/2022		4/25/2022
4/GRITS		3/22/2022			sent back to DMS, need another copy of dl, not clear enough and ins cards with her name on them			
1/GRITS		11/30/2021	12/3/2021	12/3/2021				
1/GRITS		11/3/2021	11/3/2021	11/4/2021		12/8/2021		12/9/2021
1/GRITS		4/12/2022	4/12/2022	4/12/2022		5/11/2022		5/16/2022
1/GRITS		1/4/2022	1/6/2022	1/7/2022		2/2/2022		4/1/2022
1/GRITS		1/4/2022	1/6/2022	1/7/2022		2/2/2022		4/1/2022
1/GRITS		3/3/2021	3/3/2021	3/3/2021		3/17/2021		3/18/2021
1/GRITS		4/21/2022						
1/GRITS		3/10/2022	3/11/2022	3/11/2022	Note added to letter, she can only drive kia sorento	4/11/2022		4/12/2022
1/GRITS		3/10/2022	3/11/2022	3/11/2022		4/11/2022		4/12/2022
1/GRITS		11/12/2021	11/15/2021	11/15/2021				
1/GRITS		7/13/2021	7/14/2021	7/14/2021		7/29/2021		8/2/2021
11/FTSB		5/19/2022	5/19/2022	5/19/2022		6/13/2022		2/10/2023
11/FTSB		2/28/2022			Sent back to DMS, the vehicle is not in correct name			
12/RTEC		3/31/2022	4/3/2022	4/3/2022		4/26/2022		4/27/2022
12/RTEC		2/10/2022	2/11/2022	2/11/2022		3/10/2022		4/1/2022
13/LKLP		3/21/2022	3/23/2022	3/23/2022		4/22/2022		4/25/2022

13/LKLP		11/29/2021	11/30/2021	11/30/2021		1/3/2022		4/1/2022
13/LKLP		11/29/2021	11/30/2021	11/30/2021		1/3/2022		4/1/2022
13/LKLP		8/10/2021	8/12/2021	8/12/2021		8/10/2021		9/7/2021
13/LKLP		8/10/2021	8/12/2021	8/12/2021		9/2/2021		9/7/2021

## Foster Parent Application Approvals Activity FY22 (continued)

Region		OTD Received	OTD Approved	Submitted to DMS	Comments	Approved Date		Approval Sent to Broker
14/SVTS		4/25/2022						
14/SVTS		3/21/2022	3/24/2022	3/24/2022		4/21/2022		4/25/2022
14/SVTS		5/10/2022	5/19/2022	5/19/2022				
14/SVTS		7/19/2022	7/20/2022	7/21/2022	ins exp 8/1/22			
2/PACS		7/27/2022	7/28/2022	7/28/2022		8/17/2022		8/19/2022
2/PACS		9/16/2022	9/19/2022	9/19/2022				
3/GRITS		1/24/2021	1/27/2021	1/27/2021		2/22/2021		2/23/2021
3/GRITS		10/14/2021	10/15/2021	10/15/2021		10/28/2021		10/29/2021
4/GRITS		8/17/2022	8/19/2022	8/19/2022		8/31/2022		9/1/2022
5/LKLP		3/3/2022	3/24/2022			4/21/2022		4/25/2022
5/LKLP		3/3/2022	3/24/2022	3/24/2022		4/21/2022		4/5/2022
5/LKLP		3/30/2022	3/31/2022	3/31/2022		4/25/2022		4/26/2022
5/LKLP		11/5/2021	11/5/2021	11/8/2021		12/13/2021		12/14/2021
5/LKLP		11/3/2021	11/3/2021	11/4/2021		12/8/2021		12/9/2021
5/LKLP		3/22/2022	6/16/2022	6/16/2022		7/20/2022		7/21/2022
5/LKLP		8/17/2021	8/17/2021	8/17/2021		9/2/2021		9/7/2021
5/LKLP		2/16/2022	2/16/2022	2/16/2022		3/21/2022		4/1/2022
5/LKLP		2/28/2022	2/28/2022	2/28/2022		4/6/2022		4/7/2022
5/LKLP		2/28/2022	3/31/2022	3/31/2022		4/25/2022		4/26/2022
8/BUS		12/13/2021	1/13/2022	1/13/2022		2/2/2022		4/1/2022
9/FTSB		10/9/2021	10/10/2021	10/10/2021		1/6/2022		4/1/2022
9/FTSB		10/9/2021	10/10/2021	10/10/2021		1/6/2022		4/1/2022
9/FTSB		10/27/2021	10/27/2021	10/27/2021				
9/FTSB		10/27/2021	10/27/2021	10/27/2021		11/23/2021		11/24/2021
9/FTSB		1/4/2022	1/6/2022	1/6/2022		2/2/2022		4/1/2022
9/FTSB		7/19/2021	7/20/2021	7/20/2021		8/10/2021		8/11/2021

9/FTSB		1/4/2022	1/6/2022	1/6/2022		2/2/2022		4/1/2022
9/FTSB		7/30/2021	8/2/2021	8/2/2021		8/17/2021		8/19/2021
9/FTSB		1/18/2022	1/18/2022					
9/FTSB		4/19/2022	4/19/2022	4/19/2022		5/11/2022		
<b>Region</b>		<b>OTD Received</b>	<b>OTD Approved</b>	<b>Submitted to DMS</b>	<b>Comments</b>	<b>Approved Date</b>		<b>Approval Sent to Broker</b>
9/FTSB		4/25/2022	4/25/2022	5/19/2022				
9/FTSB		1/6/2021			Returned to DMS 1/7/21 for clear DL			
9/FTSB		10/6/2021	10/6/2021	10/7/2021		10/19/2021		10/20/2021
9/FTSB		10/6/2021	10/6/2021	10/7/2021		10/20/2021		10/21/2021
9/FTSB		1/11/2021	1/11/2021	1/11/2021		1/25/2021		1/26/2021

If you have any questions regarding the information provided, please contact Vickie Bourne, Executive Director, or Jeremy Thompson, Regional Program Manager, at 502-564-7433. Thank you.

VB/JT/DM

cc: Eddie Newsome, DMS – Administrative Branch Manager