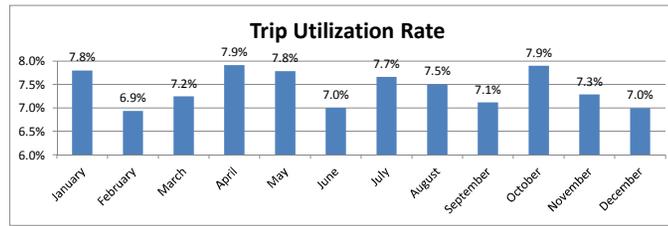
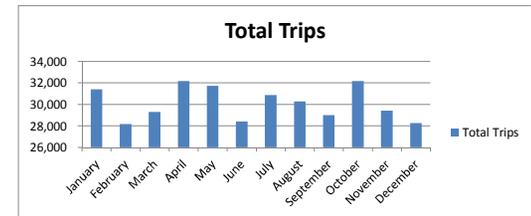
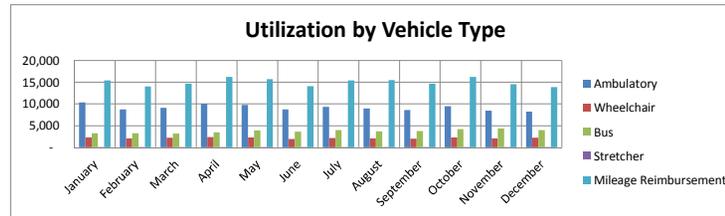




Summary Information	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Trip Summary													
Members	402,528	406,116	404,341	406,502	407,671	405,575	402,884	403,348	407,559	407,541	403,665	404,251	4,861,981
Total Users	4,955	4,827	4,813	5,075	4,906	4,715	4,788	4,825	4,746	5,024	4,725	4,577	57,976
Total Trips Requested	36,948	33,682	34,100	36,617	36,410	32,202	33,409	34,486	33,135	36,550	33,467	33,205	414,211
Total Trips Cancelled	5,558	5,513	4,808	4,458	4,686	3,799	2,549	4,200	4,134	4,363	4,057	4,936	53,061
Total Trips Completed	31,390	28,169	29,292	32,159	31,724	28,403	30,860	30,286	29,001	32,187	29,410	28,269	361,150
Discharge Trips (All)	466	500	518	487	501	455	516	514	455	510	529	554	6,005
Discharge Trips (Completed)	419	427	449	431	445	407	466	451	390	427	454	460	5,226
Urgent Care Trips (Completed)	2,380	2,047	2,062	2,220	2,464	2,077	2,021	1,840	1,630	1,867	1,841	2,027	24,476
Percent of Members Utilizing	1.2%	1.2%	1.2%	1.2%	1.2%	1.2%	1.2%	1.2%	1.2%	1.2%	1.2%	1.1%	1.2%
Trips per User	7.5	7.0	7.1	7.2	7.4	6.8	7.0	7.1	7.0	7.3	7.1	7.3	7.1
Utilization Rate	7.8%	6.9%	7.2%	7.9%	7.9%	7.8%	7.7%	7.0%	7.9%	7.1%	7.3%	7.0%	7.4%
Total Trips	31,390	28,169	29,292	32,159	31,724	28,403	30,860	30,286	29,001	32,187	29,410	28,269	361,150



Utilization by Vehicle Type	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Ambulatory	10,352	8,769	9,133	10,067	9,774	8,751	9,328	8,979	8,568	9,463	8,486	8,235	109,905
Wheelchair	2,328	2,094	2,230	2,366	2,292	1,961	2,135	2,094	2,007	2,291	2,082	2,199	26,079
Bus	3,282	3,270	3,485	3,935	3,935	3,610	3,977	3,684	3,740	4,211	4,329	3,987	44,710
Stretcher	28	34	30	38	12	13	28	14	20	23	15	8	263
Mileage Reimbursement	15,400	14,002	14,699	16,203	15,711	14,068	15,392	15,515	14,666	16,199	14,498	13,840	180,193
Total Trips by Vehicle Type	31,390	28,169	29,292	32,159	31,724	28,403	30,860	30,286	29,001	32,187	29,410	28,269	361,150



Utilization by Distance	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Less than 1 mile	125	23	10	20	35	16	12	26	21	17	23	138	466
1 - 3 miles	6,768	6,147	6,048	6,521	6,690	6,134	6,741	6,309	6,202	6,846	6,656	6,869	77,931
3 - 6 miles	4,064	3,532	4,027	4,545	4,545	3,679	3,891	4,020	3,881	4,106	3,970	3,799	48,059
6 - 10 miles	2,400	2,302	2,198	2,389	2,447	2,169	2,392	2,391	2,263	2,567	2,312	2,178	28,008
10 - 20 miles	5,257	4,758	4,985	5,259	5,303	5,003	5,307	5,227	4,903	5,516	5,072	4,594	61,184
20 - 30 miles	3,548	3,215	3,272	3,629	3,452	3,147	3,732	3,684	3,336	3,473	3,134	3,100	40,722
30 - 50 miles	4,284	3,693	3,854	4,343	4,051	3,581	3,857	3,931	3,921	4,571	3,941	3,577	47,604
50+ miles	4,944	4,499	4,898	5,453	5,201	4,674	4,928	4,698	4,474	5,091	4,302	4,014	57,176
Total Trips by Distance	31,390	28,169	29,292	32,159	31,724	28,403	30,860	30,286	29,001	32,187	29,410	28,269	361,150



Iowa Medicaid
Phone Stats
2013

	January	February	March	April	May	June	July	August	September	October	November	December
Summary Information												
Wait Time Statistics												
Timeliness of Dropoff to Appointment												
On Time within 15 mins								92.8%	92.7%	92.8%	91.9%	91.5%
15 - 30 min late								1.7%	1.8%	1.7%	2.6%	3.0%
30+ min late								5.5%	5.5%	5.5%	5.5%	5.5%
Performance Standards 3.3.2.3.4												
Summary of Adverse Situations												
Accidents	0	0	0	0	0	0	0	0	0	0	0	0
Member Injuries	0	0	0	0	0	0	0	0	0	0	0	0
Members Injured Other than Vehicle Accident	0	0	0	0	0	0	0	0	0	0	0	0
Telephone Statistics												
Total Calls Answered	18,233	15,222	16,076	17,283	16,441	14,086	16,410	16,990	16,322	16,559	14,146	16,155
Percent of Calls Abandoned	4.0%	3.0%	4.0%	5.0%	4.0%	5.0%	5.0%	4.0%	4.0%	2.0%	2.0%	7.0%
Percent of Calls Answered < 3 Minutes										94.0%	91.0%	74.0%
Average Speed of Answer	00:01:20	00:00:55	00:01:17	00:01:18	00:01:10	00:01:24	00:01:24	00:01:10	00:01:16	00:00:38	00:00:42	0:01:43
Average Time for Calls	00:04:08	00:03:51	00:03:46	00:03:41	00:03:57	00:03:57	00:04:03	00:04:07	00:03:55	00:03:50	00:03:46	0:04:06
Performance Standards 3.3.2.3.4												

IOWA NEMT PROGRAM
IME Monthly Report Footnotes

Trip Summary

- Members – number of eligible Iowa Medicaid Members - monthly PMPM total payment received from IME divided by \$2.14 PMPM
- Total Users – number of eligible Iowa Medicaid Members with monthly activity of scheduled trips and/or claims processed.
- Total Trips Requested – total number of trips scheduled for all trip types for the month.
- Total Trips Canceled – total number of scheduled trips canceled during the month.
- Total Trips Completed – net total number of trips scheduled for all trip types less total number of trips canceled during the month.
- Discharge Trips (All) – total number of Discharge trips scheduled for all trip types for the month.
- Discharge Trips (Completed) - net total number of Discharge trips scheduled for all trip types less total number of Discharge trips canceled during the month.
- Urgent Care Trips (Completed) - net total number of Urgent Care trips scheduled for all trip types less total number of Urgent Care trips canceled during the month. Urgent Care trips are defined as all scheduled trips where the date the trip was scheduled within 3
- Percent of Members Utilizing – percentage of Total Users divided by Members.
- Trips per User – Total Trips Completed divided by Total Users.
- Utilization Rate – percentage of Total Trips Completed divided by Members.

Utilization by Vehicle Type

- Ambulatory - net total number of Ambulatory trips defined as the Member is able to walk to and from the vehicle.
- Wheelchair - net total number of Wheelchair trips defined as the Member is transported in a manual or electric wheelchair.
- Bus - net total number of Bus Pass trips defined as the Member is transported on a fixed route city bus system.
- Stretcher - net total number of Stretcher trips defined as the Member is transported secured horizontally on a stretcher from bed to bed.
- Mileage Reimbursement - net total number of Mileage Reimbursement trips defined as the Member drives themselves or is transported by a family member, friend, and volunteer in either the Member's vehicle or another vehicle.

Utilization by Distance

- Mileage Increments - net total number of trips scheduled for all trip types for each of eight different mileage distance ranges for the month.
- Total Trips by Distance - - net total number of trips scheduled for all trip types for the month.

Wait Time Statistics

- Timeliness of Dropoff to Appointment:
 - On Time within 15 min – percentage of net total number of trips scheduled for Provider Ride Trips that were on time within 15 minutes of the scheduled appointment time as compared to actual arrival time. Provider Ride Trips is defined as Ambulatory, Wheelchair, Stretcher, and Bus.
 - 15 – 30 min late - percentage of net total number of trips scheduled for Provider Ride Trips that were within 15 to 30 minutes late of the scheduled appointment time as compared to actual arrival time. Provider Ride Trips defined above.
 - 30+ min late - percentage of net total number of trips scheduled for Provider Ride Trips that were 30 or more minutes late for the scheduled appointment time as compared to actual arrival time. Provider Ride Trips defined above.

Summary of Adverse Situations

- Accidents – total number of reported accidents for the month.
- Member Injuries - total number of reported Member injuries via vehicle accidents for the month.
- Member Injured Other than Vehicle Accident - total number of reported Member injuries other than from vehicle accidents for the month.

Telephone Statistics

- Total Calls Answered – total number of calls received and answered by the TMS Call Center for the month defined as a connection to a live voice.
- Percent of Calls Abandoned (Performance Standard 3.3.2.3.4 a) - total number of calls received by the TMS Call center telephone system queue but not answered defined as a not a connection to a live voice.
- Percent of Calls Answered < 3 Minutes (Performance Standard 3.3.2.3.4 b) - percentage of calls received and answered by the TMS Call Center for the month defined as a connection to a live voice.
- Average Speed of Answer – average speed of answer of the total number of calls received and answered by the TMS Call Center for the month defined as connection to a live voice.
- Average Time for Calls – average duration of time per call for the total number of calls received and answered by a live voice.

Claims Payment Statistics

- Provider Claims Paid within 10 days – total number of Provider Ride Trips paid within 10 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
- % Provider Claims Paid within 10 days (Performance Standard 3.3.2.4.3 a) – percentage of Provider Ride Trips paid within 10 days defined as Provider Claims Paid within 10 days divided by Total Network Provider Claims Paid.
- Provider Claims Paid within 15 days – total number of Provider Ride Trips paid within 15 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
- % Provider Claims Paid within 15 days (Performance Standard 3.3.2.4.3 b) – percentage of Provider Ride Trips paid within 15 days defined as Provider Claims Paid within 15 days divided by Total Network Provider Claims Paid.
- Provider Claims Paid within 20 days – total number of Provider Ride Trips paid within 20 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
- % Provider Claims Paid within 20 days (Performance Standard 3.3.2.4.3 c) – percentage of Provider Ride Trips paid within 20 days defined as Provider Claims Paid within 20 days divided by Total Network Provider Claims Paid.
- Provider Claims Paid in 20 days or more – total number of Provider Ride Trips paid in 20 days or more for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
- % Provider Claims within > days – 100%
- Total Network Provider Claims Paid – total number of Provider Ride Trips paid for the month. Provider Ride Trips is defined as Ambulatory, Wheelchair and Stretcher.

- Mileage Reimbursement Paid within 10 days – total number of Mileage Reimbursement Trips paid within 10 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
- % Reimbursement paid within 10 days (Performance Standard 3.3.2.4.3 a) – percentage of Mileage Reimbursement Trips paid within 10 days defined as Mileage Reimbursement Paid within 10 days divided by Total Mileage Reimbursement Claims Received.
- Mileage Reimbursement Paid within 15 days – total number of Mileage Reimbursement Trips paid within 15 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
- % Reimbursement paid within 15 days (Performance Standard 3.3.2.4.3 b) – percentage of Mileage Reimbursement Trips paid within 15 days defined as Mileage Reimbursement Paid within 15 days divided by Total Mileage Reimbursement Claims Received.
- Mileage Reimbursement Paid within 20 days – total number of Mileage Reimbursement Trips paid within 20 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
- % Reimbursement paid within 20 days (Performance Standard 3.3.2.4.3 c) – percentage of Mileage Reimbursement Trips paid within 20 days defined as Mileage Reimbursement Paid within 20 days divided by Total Mileage Reimbursement Claims Received.
- Mileage Reimbursement Paid > 20 days – total number of Mileage Reimbursement Trips paid in 20 days or more for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
- % Reimbursement Claims Paid within > days – 100%
- Total Mileage Reimbursement Claims Paid – total number of Mileage Reimbursement Trips received for the month.
- Total Mileage and Provider Claims Paid – total number of claims paid for the month defined as Total Network Provider Claims Paid plus Total Mileage Reimbursement Claims Received.