

Non Emergency Medical Transportation Customer Service Report

Data through November 30, 2020



Background



- The Department of Health Care Policy & Finance (HCPF) operates the Colorado Medicaid Program, known as Health First Colorado with the following goals:
 - Improve Health Care Access & Outcomes
 - Demonstrate sound stewardship of financial resources
 - Reduce barriers to care with transportation and telemedicine
- The Colorado Department of Transportation (CDOT) mission is to provide the best multi-modal transportation system for Colorado that most effectively moves people, goods, and information.
 - Provide the highest level of customer satisfaction and experience.
 - Improve multi-modal transportation options



Common Goals



- Build partnerships among health, transportation and other service providers.
- Improve the coordination of transportation services and non-emergency medical transportation services.



Measuring the Customer Experience



- Customer phone call experience (how easy was it to book a trip?)
- Customer trip experience (how was the ride?)
- Data are for most of the state of Colorado
 - June 2020 = Denver urbanized area only
 - July 2020 = Rural counties start being integrated to the system
 - August 2020 = All rural counties are integrated to the system
 - Not counted = GVMPO, NFRMPO, PPACG, and PACOG regions



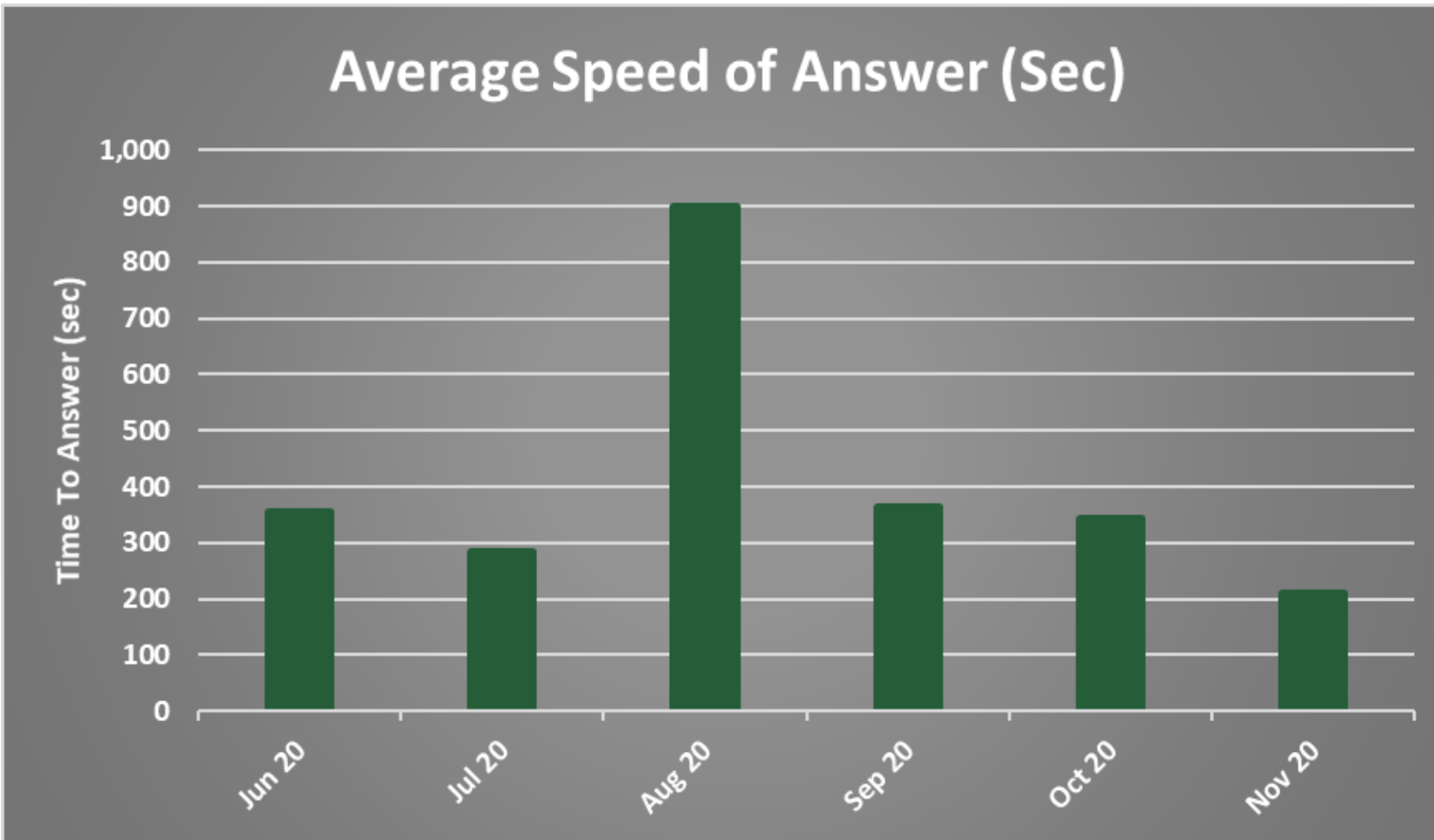
Trip Reservation or Phone Call Experience



- Customer hold time (wait time to talk with a person)
- Calls that go through (inverse is failed / dropped calls)
- Customer response time on the phone (aka “handling time”)



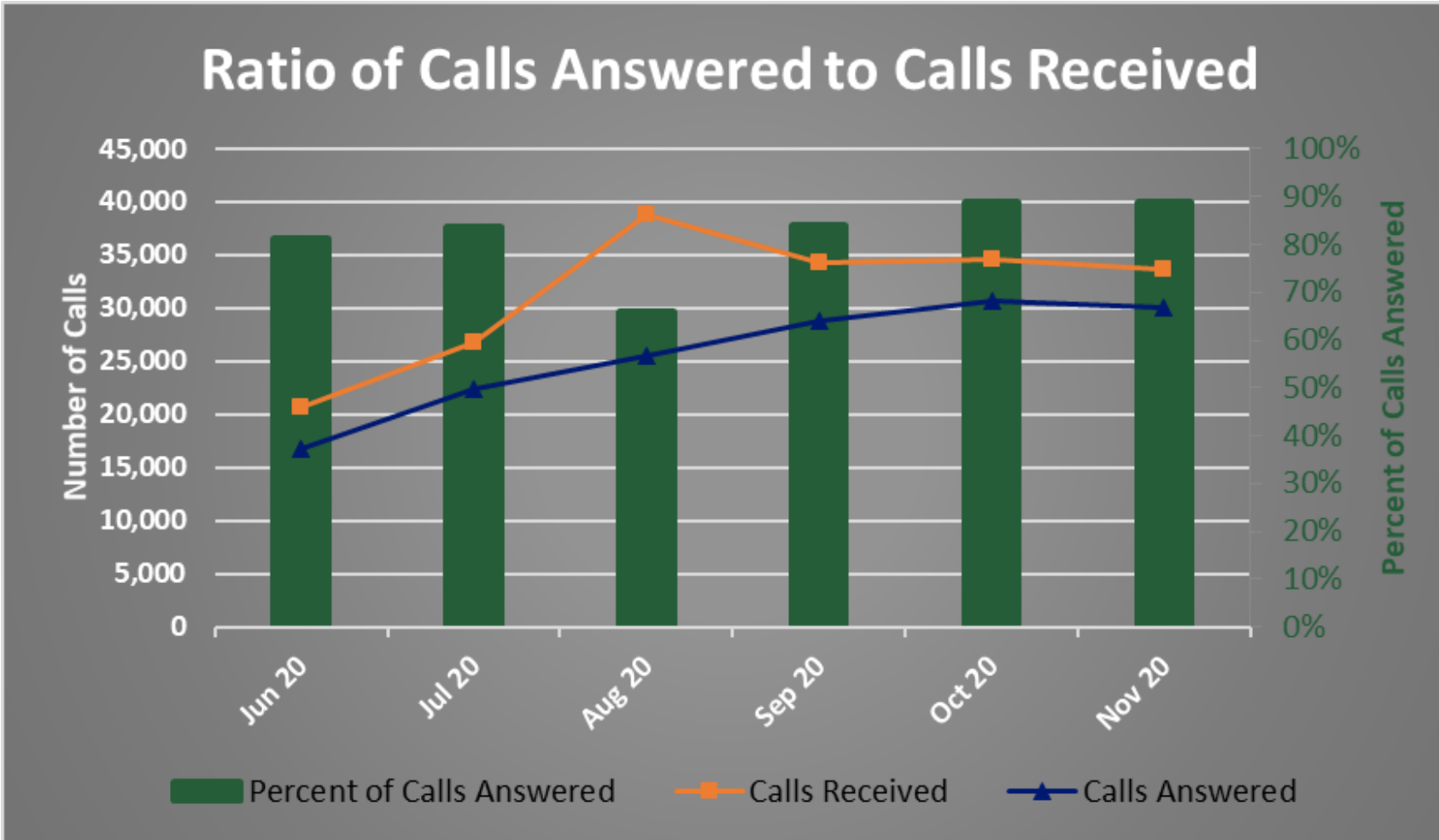
Customer Hold Time



- 60 sec = 1 minute
- 120 sec = 2 minutes
- 180 sec = 3 minutes
- 240 sec = 4 minutes
- 300 sec = 5 minutes
- 360 sec = 6 minutes
- 420 sec = 7 minutes
- 480 sec = 8 minutes
- 540 sec = 9 minutes
- 600 sec = 10 minutes
- 900 sec = 15 minutes

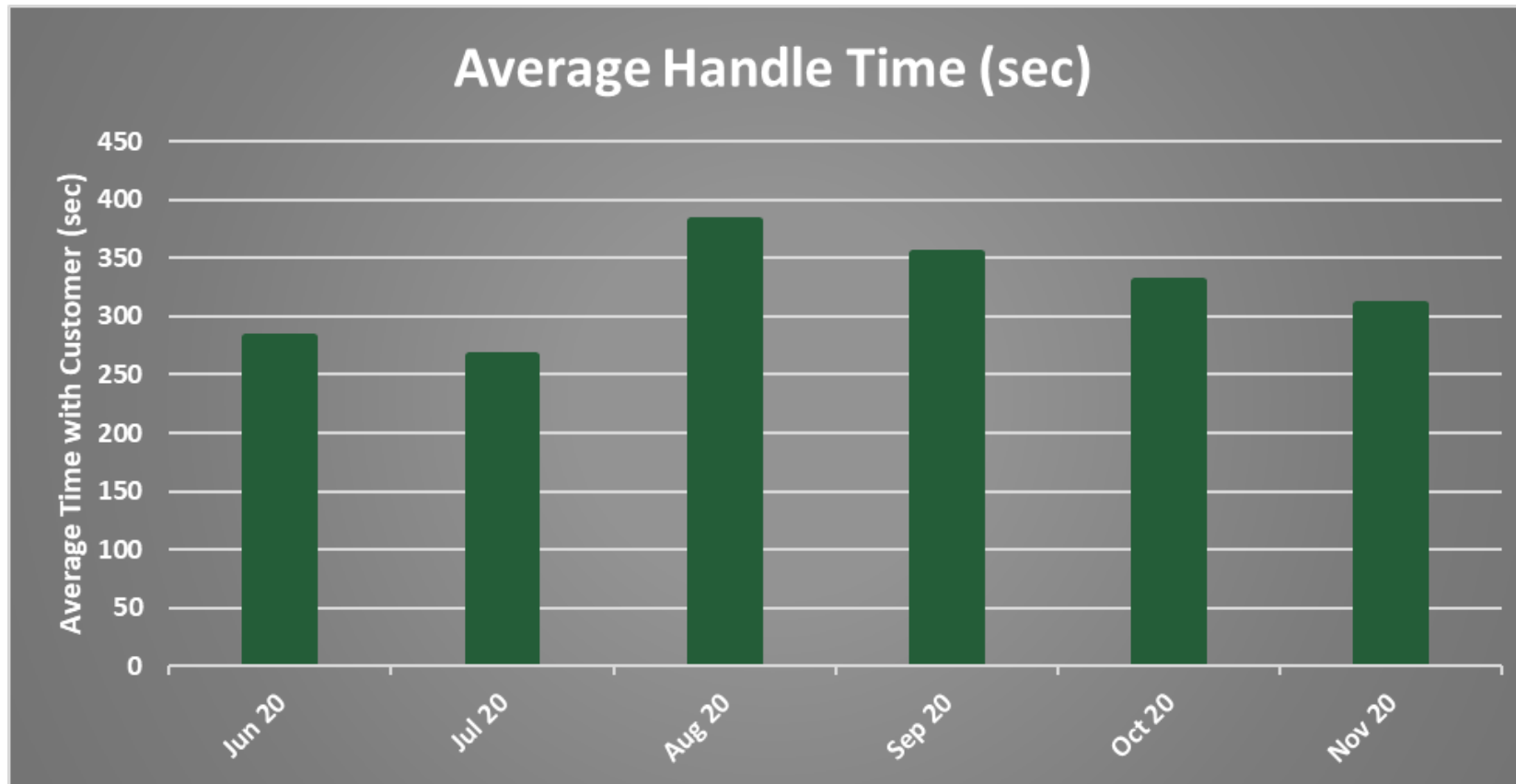


Calls that Went Through





Customer Response Time



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- 180 sec = 3 minutes
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Trip Reservation Summary



- Customer hold time (wait time to talk with a person)
 - Peaked in August with all the rural areas being fully integrated
 - November below the pre-rural levels, so urban hold times have improved too
- Calls that go through (inverse is failed / dropped calls)
 - Had the lowest successful call rate (70%) in August
 - November had 89% successful call rate, even higher than before adding rural areas
- Customer response time on the phone (aka “handling time”)
 - Highest in August with it taking about 6.4 minutes per customer (average) to book a ride
 - November at 5.2 minutes which is still higher than pre-rural levels of 4.8 minutes.



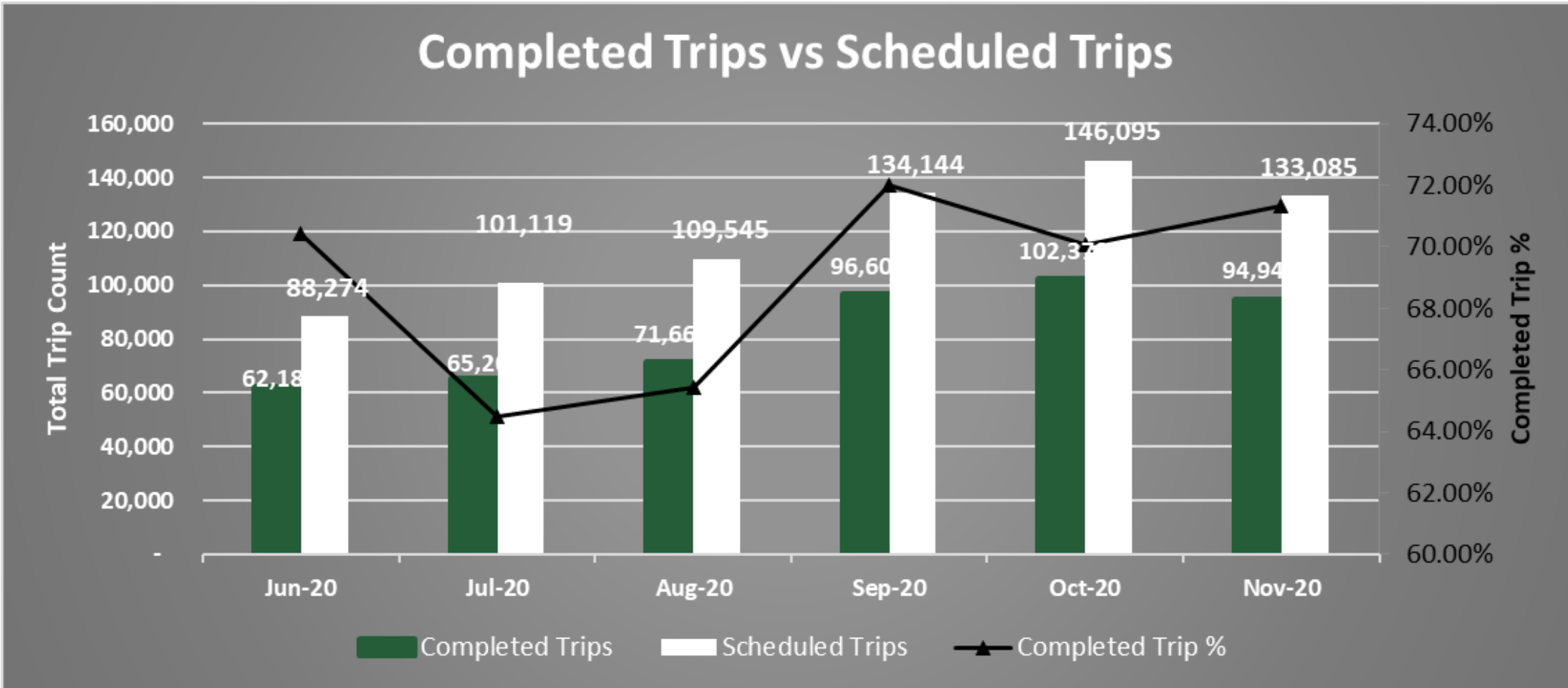
Trip Riding Experience



- Completed trip rate as one indicator of satisfaction
- Complaint rate per number of trips completed
- Complaint rate per number of members
- On-Time Trip Rate



Completed Trips





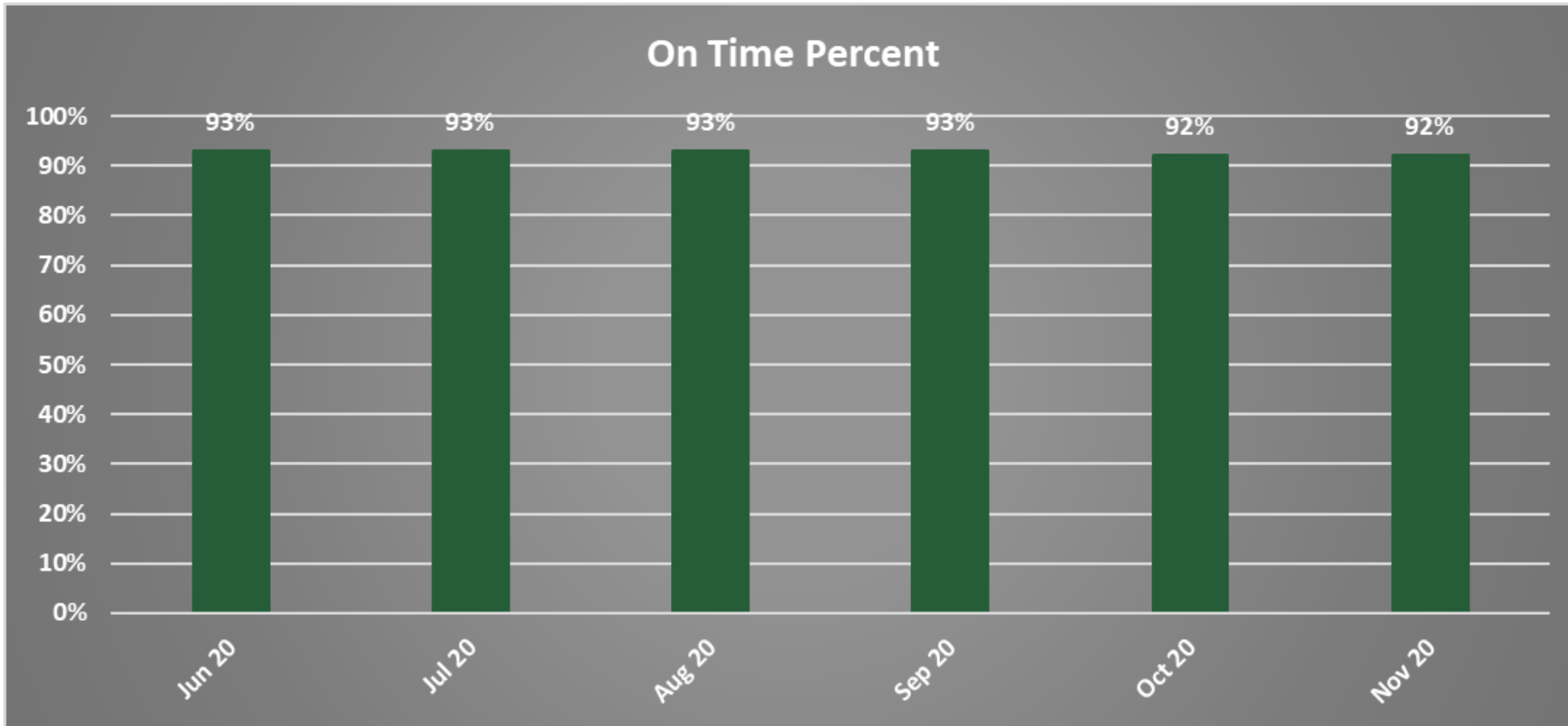
Complaint Statistics



Measure	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020
Complaint Rate (%) per Trips Delivered	0.07% (7/100ths of 1%)	0.16%	0.18%	0.10% (1/10th of 1%)	0.10%	0.08%
Complaints per 1,000 Trips	7	16	18	10	10	8
Complaint Rate (%) per Number of Members	0.9% (less than 1%)	1.8%	1.5%	1.1%	1.1%	0.8%
Complaints per 1,000 Members	9	18	15	11	11	8



On-Time Trips





Ride Experience Summary



- **Completed Trip Rate**
 - Lowest in July when rural areas began to be integrated (65%).
 - November data are at 71%, above where they were before rural trips were added
- **Complaint Rate**
 - Both in terms of complaints per 1,000 trips, and per 1,000 members, the complaint rates are at or below those levels before rural trips were added to the Intelliride system.
- **On Time Trips**
 - Trips continue at on-time rates, unchanged before vs. after adding rural trips



Other Considerations Not Captured in Current Data



- If a client is not NEMT eligible, “One Call One Click” centers are able to recommend alternatives. Intelliride is not able to recommend alternatives.
- NEMT generally cannot serve these trip types: non-emergency trips needed on the same day (<12 hour booking), Pharmacy, Legal, Employment, veterinary, or shopping trips
- An unintended consequence from grant-matching dynamics is that it is possible the NEMT transition will put a few general-service transit agencies out of business, leaving only medical-serving transportation in some communities.



Questions?



Ryan Dwyer
Transportation Policy Specialist
Health Programs Office



P 303.866.6163 | F 303.866.4411 | State Relay: 711
1570 Grant Street, Denver, CO 80203
ryan.dwyer@state.co.us | [Colorado.gov/hcpf](https://colorado.gov/hcpf)