

DMAS FEE FOR SERVICE (FFS) NON-EMERGENCY TRANSPORTATION (NEMT) Program **On-time Performance (OTP) Annual Percentage On-time Report**

Program: FFS NEMT
Division: Program Operations

Date: 9/30/2024
Period of review: April 2022-March 2024

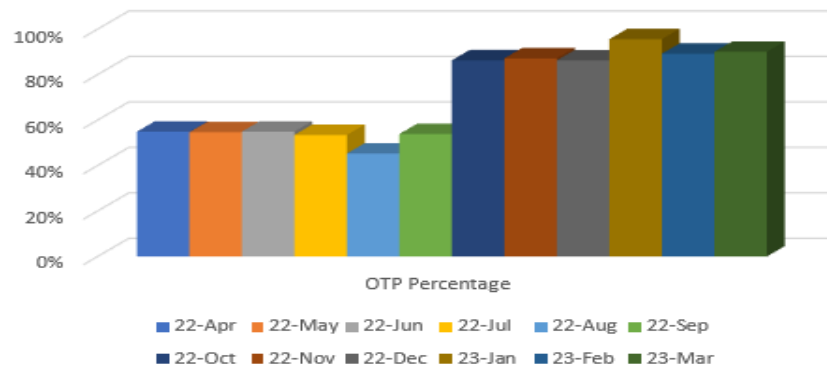
Executive Summary

This represents the first annual FFS NEMT Annual On-time Performance Review. During the course of the previous fiscal year (SFY24), DMAS staff conducted regular reviews of the Encounter data collected in accordance with the trips provided for the DMAS FFS NEMT program.¹ DMAS staff analyzed the aforementioned Encounter data to determine if there were any anomalies in the data that need to be reconciled with the trips reported by the contracted FFS NEMT transportation broker. DMAS staff also conducted a thorough comparative analysis between the Encounter data and the trip data submitted daily by the FFS NEMT transportation broker via the Tableau reporting database to identify pertinent trends with respect to the program's performance in relation to key metrics, as well as to ratiocinate the root cause of problematic trends, and formulate effective stratagems for resolution. The results of the above described analyses are summarized in the following report. It should be noted that once DMAS was able to, working in collaboration with the FFS NEMT Broker (ModivCare), enforce 100% trip digitization by the providers, the OTP of these providers increase significantly throughout the reporting periods. When compared to the previous reporting year (SFY23) analyzed up to the end of Contract year 2024 (which ended March 31, 2024), the average OTP increased by from 31% to 36% overall, meaning that OTP went from 55% in some instances to 89% or higher. The chart below demonstrates the impact of the trip digitization in relation to the average OTP over the course of the two reporting years (please reference the chart on the following page).

OTP according to the DMAS Encounter Data:

Contract Year 22 - Contract Year 23		OTP Percentage	Contract Year 23 - Contract Year 24		OTP Percentage
	22-Apr	55%		4/1/2023	89%
	22-May	55%		5/1/2023	89%
	22-Jun	55%		6/1/2023	90%
	22-Jul	53%		7/1/2023	91%
	22-Aug	45%		8/1/2023	91%
	22-Sep	54%		9/1/2023	91%
	22-Oct	86%		10/1/2023	92%
	22-Nov	87%		11/1/2023	92%
	22-Dec	86%		12/1/2023	93%
	23-Jan	96%		1/1/2024	91%
	23-Feb	89%		2/1/2024	91%
	23-Mar	90%		3/1/2024	91%

Measure 16.2 - NEMT On-time Performance (OTP)



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