

Report Name: Number of Medicaid Members Eligible for NEMT
Report Code: MO-MME
Code Citation: IC 12-15-30.5 (4)(a)(2)(A)

	Number of NEMT Eligible Members
May 2023	266,097

Note: Data reflects the number of Traditional Medicaid fee-for-service members for whom capitation payment was made for the NEMT covered service.

Broker Name: Verida, Inc.
Report Name: Requests Received & Scheduled
Report Code: MO-RRS
Code Citation: IC 12-15-30.5-4 (a)(3)(A)

Experience Period>> 5/1/2023 - 5/31/2023

Trip Status Count	Requests	Scheduled	% Scheduled	Fulfilled	% Fulfilled
Total	93,260	93,016	99.7%	73,666	79.0%

Note: Data reflects the number of ride requests made and the number scheduled/assigned to a transportation provider. A request may result in multiple scheduled trips.

Broker Name: Verida, Inc.
Report Name: Member Call Center Performance
Report Code: MO-MCC1
Code Citation: IC 12-15-30.5-4 (a)(3)(B)

Experience Period>> 5/1/2023 - 5/31/2023

Item No.	Data Description	Data Entry
10	Number of Calls Received	52,628
11	Number of Calls Answered	51,620
12	Average Handle Time	04:18
13	Percent of Calls Abandoned	✓ 1.92%
14	After Hours On-Time Call Back %	✓ 100.0%
15	Calls Resolved in First Call	✓ 96.0%
16	Percentage of calls answered w/in 45 sec.	✓ 87.7%
17	Percentage of calls answered w/in 60 sec.	90.3%

Broker Name: Verida, Inc.
Report Name: Missed Trips
Report Code: MO-MT
Code Citation: IC 12-15-30.5-4 (a)(1)(B)i-iii

Experience Period>> 5/1/2023 -5/31/2023

Trip Not Provided	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
<i>Holiday Closure</i>	9	9	18	0.0%
<i>Inclement Wthr/Mbr</i>	0	0	0	0.0%
<i>Inclement Wthr/Provider</i>	1	1	2	0.0%
<i>Member Cancelled</i>	2,888	3,076	5,964	6.4%
<i>Member Deceased</i>	110	109	219	0.2%
<i>Member Hospitalized</i>	238	254	492	0.5%
<i>Member No-show</i>	582	609	1,191	1.0%
<i>Member Too Sick</i>	245	249	494	0.7%
<i>No Provider Assigned</i>	1,327	1,278	2,605	2.8%
<i>Provider No-Show</i>	146	158	304	0.3%
<i>Provider Too Late</i>	23	27	50	0.0%
Grand Total	5,569	5,770	11,339	11.9%

Note: Data reflects the status of the trip on the date of the scheduled trip.

Broker Name: Verida, Inc.
Report Name: Missed Trips by Residence
Report Code: MO-CSR
Code Citation: IC 12-15-30.5-4 (a)(1)(B)

Experience Period>> **5/1/2023 - 5/31/2023**

Missed Trips by Res. Types	To Appt. Legs	From Appt. Legs	Grand Total	Percent of Scheduled Rides
<i>Own Home</i>	4,346	4,536	8,882	9.3%
<i>Nursing Facility/ Assisted Living</i>	1,186	1,192	2,378	2.5%
<i>Hospital/Rehab</i>	7	8	15	0.1%
<i>Other Res. Facility</i>	7	7	14	0.0%
<i>Other (List below)</i>				0.0%
<i>Shelter</i>				
<i>Hotel</i>	23	27	50	0.1%
Grand Total	5,569	5,770	11,339	12.0%

Note: Data reflects the status of the trip on the date of the scheduled trip.

Broker Name: Verida, Inc.
Report Name: Send Backs Summary
Report Code: MO-SBS
Code Citation: IC 12-15-30.5-4 (a)(1)(B)v

Experience Period>> 5/1/2023 -5/31/2023

Total Assigned Trips	Total # of Sendbacks by Providers	Total % Assigned Trips Sent Back	Late Sendbacks (<=48 hours)				Timely Sendbacks (>48 hours)			
			# Late Sendbacks	% Late Sendbacks	# Late Sendbacks Successfully Re-assigned	% Late Sendbacks Successfully Re-assigned	Number Timely Sendbacks	Percent Timely Sendbacks	# Timely Sendbacks Successfully Re-assigned	% Timely Sendbacks Successfully Re-assigned
50,192	6,972	13.89%	1,309	18.78%	872	66.62%	5,663	81.22%	4,640	81.94%

Note: Data reflects the number of trips during the month that were sent back and were not re-assigned to another transportation provider by the date of the scheduled trip. All trips were initially assigned to a transportation provider.

Verida, Inc.
 Complaint Summary
 MO-CS
 IC 12-15-30.5-4 (a)(1)(D)i-ii

Experience Period>> 5/1/2023 - 5/31/2023

Description	Data Entry
<i>Number of Complaints Received this Reporting Period</i>	12
<i>Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period</i>	12
<i>Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period</i>	100.00%
<i>Number of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	12
<i>Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	0
<i>Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	100.00%

Note: Data includes complaints or concerns directed to FSSA and to Verida. A contact may include 1 or more issues.

Broker Name: Verida, Inc.
Report Name: Complaint Summary by Residence
Report Code: MO-CSR
Code Citation: IC 12-15-30.5 (4)(a)(1)(D)iii

Experience Period>> **5/1/2023 - 5/31/2023**

Complaints by Member residence See IC12-15-30.5-4	Grand Total	Percent of All Complaints
<i>Own Home</i>	10	83.3%
<i>Nursing Facility/</i>	2	16.7%
<i>Ast. Liv</i>		0.0%
<i>Hospital/Rehab</i>		0.0%
<i>Other Res. Facility</i>		0.0%
<i>Other (list below)</i>		0.0%
Grand Total	12	100%

Note: Data reflects the residence type for the complaints or concerns directed to FSSA and to Verida.

Broker Name: Verida, Inc.
Report Name: Complaints & Appeals
Report Code: MO-MCA1
Code Citation: IC 12-15-30.5 (4)(a)(3)(E)

Experience Period>>	5/1/2023 - 5/31/2023
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COMPLAINTS

Description	Data Entry
<i>Number of Complaints Received this Reporting Period</i>	12
<i>Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period</i>	12
<i>Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period</i>	100.0%
<i>Number of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	12
<i>Number of Complaints Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	0
<i>Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	100.0%

APPEALS

Item No.	Details	Data Entry
7	<i>Number of Appeals Received this Reporting Period</i>	0
8	<i>Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period</i>	0
9	<i>Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period</i>	NA
10	<i>Number of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	0
11	<i>Number of Appeals Received in the Reporting Period that Were Not Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	0
12	<i>Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>	NA

Note: Data includes the number of complaints received during the reporting month. One complaint may have one or more concerns.

Broker Name: Verida, Inc.

Report Name: Program Integrity Audits & Investigations

Report Code: MO-PIIS

Code Citation: IC 12-15-30.5 (4)(a)(3)(D)

Experience Period>> 5/1/2023 - 5/31/2023

<i>Date Initiated</i>	<i>Provider Name</i>	<i>Driver(s), if Appropriate</i>	<i>Summary of Reason for Audit/Investigation</i>	<i>Actions Taken</i>	<i>Date Completed</i>	<i>Non-Contracted</i>	<i>Projected Activity for Next Month</i>
NONE							

Report Name: Number of NEMT Vehicles by County
Report Code: MO-VC
Submission Date: 6/30/2023
Code Citation: IC 12-15-30.5-4 (a)(1)(A)

Experience Period >>		5/1/2023 - 5/31/2023						
County	Ambulatory	Ambulatory/Wheelchair	Ambulatory/Wheelchair/Stretcher	Basic Life Support	Non-Contracted	Stretcher van	Wheelchair Lift Van	Total
Adams	1	4			1			6
Allen	28	88			7			123
Bartholomew	16	10			5			31
Benton	2	4						6
Blackford	3	13			1			17
Boone	7	27			2			36
Brown		1			3			4
Carroll	6	4			1			11
Cass	4	21			1			26
Clark	10	29			3			42
Clay	5	5			2			12
Clinton	5	15			2			22
Crawford	1	2						3
Daviess	3	16			1			20
Dearborn	3	14			1		1	19
Decatur	5	7			1			13
DeKalb	3	30			2			35
Delaware	16	36			6			58
Dubois	8	24						32
Elkhart	8	32			5			45
Fayette	4	27			2			33
Floyd	9	26			2			37
Fountain	2	7						9
Franklin	6	16			1		1	24
Fulton		8						8
Gibson	3	9			1			13

Grant	21	37			4			62
Greene	1	9			1			11
Hamilton	37	70			13			120
Hancock	3	25			2			30
Harrison	3	14			2			19
Hendricks	13	23			8			44
Henry	3	17			3			23
Howard	20	18			3			41
Huntington	6	23			2			31
Jackson	9	11			1			21
Jasper	4	5			1			10
Jay	2	8			3			13
Jefferson	5	11			1			17
Jennings	8	6			2			16
Johnson	26	38			8			72
Knox	4	26			1			31
Kosciusko	3	15			1			19
LaGrange	1	12						13
Lake	38	30			5			73
LaPorte	15	15			3			33
Lawrence	4	11			2			17
Madison	11	30			5			46
Marion	76	118			14		1	209
Marshall		22			2			24
Martin	3	5						8
Miami	7	13			1			21
Monroe	7	27			4			38
Montgomery	3	12			1			16
Morgan	3	10			5			18
Newton								
Noble	6	26			1			33
Ohio	1	5						6
Orange	4	17			1			22
Owen	1	4			1			6

Parke	1	4						5
Perry	4	10			1			15
Pike		10						10
Porter	18	23			3			44
Posey	3	6						9
Pulaski					1			1
Putnam	3	5			1			9
Randolph	2	13			1			16
Ripley	6	21			3		2	32
Rush	2	2			1			5
Scott	7	20			1			28
Shelby	7	6			3			16
Spencer	3	11			1			15
St.Joseph	17	36			6			59
Starke		3			1			4
Steuben	2	9			1			12
Sullivan	3	9						12
Switzerland		6			1			7
Tippecanoe	30	32			7			69
Tipton	1	4						5
Union		9			1			10
Vanderburgh	19	42			3	1		65
Vermillion	1	4			1			6
Vigo	11	20			3			34
Wabash	4	7			2			13
Warren	1	5						6
Warrick	6	27			2			35
Washington	1	6			1			8
Wayne	7	37			6			50
Wells	2	22			1			25
White	6	10			2			18
Whitley	3	13						16

Broker Name: Verida, Inc.
 Report Name: Claims Processing Summary
 Report Code: MO-S1
 Code Citation: IC 12-15-30.5 (4)(a)(3)(C)

Experience Period >>

Item #	Measure	CMS1500	
		In-Network	Out-Of-Network
1	Total Submitted Dollars (not paid amount)	\$ 5,037,538.03	
Clean Claims Received			
2	Electronic	129,366	
3	Paper	37,117	
	Total (calculated)	166,483	0
Clean Claims Adjudicated			
4	Paid On Time	164,051	
5	Paid Late	12	
6	Denied	2,420	
	Denial Rate (calculated)	1.48%	#DIV/0!
Claims Paid With Interest			
7	Total Number of Claims Paid With Interest	12	
8	Total Dollar Amount of Interest Paid	\$1.14	
Claims Lag			
9	Average number of days between the last date of service on claim and MCE's receipt of claim from provider.	125	
10	Average number of days between the receipt date on claim and the adjudication date.	18	
11	Average number of days from the adjudication date to payment (remittance advice) date.	18	
12	Clean Claims Adjudicated and Submitted as Encounters to GWT	155,683	
13	Clean Claims Accepted by GWT	155,683	
14	Clean Claims Rejected by GWT	0	
15	Acceptance Rate (calculated)	100.0%	#DIV/0!

Top Denial Reasons Count		
Item No.	Reason	# in Reporting Period
25	Missing or Invalid Time	370
26	Unauthorized Driver	285
27	Invalid Vehicle for the mobility	209
28	Time Variance	204
29	Space Distance Variance	184
30	Altered Document	168
31	Incorrect Mobility Type	155
32	Unauthorized Vehicle	140
33	Service not Provided to Member	123
34	Other	582
35	Total	2,420

Report Name: Number of NEMT Vehicles by County Ratio

Experience Period>> 5/1/2023 - 5/31/2023

Report Code: MO-VBCR

Submission Date: 6/30/2023

Code Citation: IC 12-15-30.5-4 (a)(2)(B)

County	Ambulatory	Ambulatory / Wheelchair	Ambulatory / Wheelchair / Stretcher	Basic Life Support	Non-Contracted	Stretcher Van	Wheelchair Lift Van	Total Vehicles	Capitated Members	member : vehicle ratio for all vehicle types	Ambulatory	Ambulatory / Wheelchair	Ambulatory / Wheelchair / Stretcher	Basic Life Support	Non-Contracted	Stretcher Van	Wheelchair Lift Van
Adams	1	4			1			6	1043	173.83	1043.00	260.75	#DIV/0!	#DIV/0!	1043.00	#DIV/0!	#DIV/0!
Allen	28	88			7			123	15964	129.79	570.14	181.41	#DIV/0!	#DIV/0!	2280.57	#DIV/0!	#DIV/0!
Bartholomew	16	10			5			31	3098	99.94	193.63	309.80	#DIV/0!	#DIV/0!	619.60	#DIV/0!	#DIV/0!
Benton	2	4						6	366	61.00	183.00	91.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Blackford	3	13			1			17	577	33.94	192.33	44.38	#DIV/0!	#DIV/0!	577.00	#DIV/0!	#DIV/0!
Boone	7	27			2			36	1687	46.86	241.00	62.48	#DIV/0!	#DIV/0!	843.50	#DIV/0!	#DIV/0!
Brown		1			3			4	581	145.25	#DIV/0!	581.00	#DIV/0!	#DIV/0!	193.67	#DIV/0!	#DIV/0!
Carroll	6	4			1			11	630	57.27	105.00	157.50	#DIV/0!	#DIV/0!	630.00	#DIV/0!	#DIV/0!
Cass	4	21			1			26	1876	72.15	469.00	89.33	#DIV/0!	#DIV/0!	1876.00	#DIV/0!	#DIV/0!
Clark	10	29			3			42	5054	120.33	505.40	174.28	#DIV/0!	#DIV/0!	1684.67	#DIV/0!	#DIV/0!
Clay	5	5			2			12	1120	93.33	224.00	224.00	#DIV/0!	#DIV/0!	560.00	#DIV/0!	#DIV/0!
Clinton	5	15			2			22	1229	55.86	245.80	81.93	#DIV/0!	#DIV/0!	614.50	#DIV/0!	#DIV/0!
Crawford	1	2						3	528	176.00	528.00	264.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Daviess	3	16			1			20	1311	65.55	437.00	81.94	#DIV/0!	#DIV/0!	1311.00	#DIV/0!	#DIV/0!
Dearborn	3	14			1		1	19	1612	84.84	537.33	115.14	#DIV/0!	#DIV/0!	1612.00	#DIV/0!	1612.00
Decatur	5	7			1			13	1131	87.00	226.20	161.57	#DIV/0!	#DIV/0!	1131.00	#DIV/0!	#DIV/0!
DeKalb	3	30			2			35	1400	40.00	466.67	46.67	#DIV/0!	#DIV/0!	700.00	#DIV/0!	#DIV/0!
Delaware	16	36			6			58	5481	94.50	342.56	152.25	#DIV/0!	#DIV/0!	913.50	#DIV/0!	#DIV/0!
Dubois	8	24						32	1517	47.41	189.63	63.21	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Elkhart	8	32			5			45	6424	142.76	803.00	200.75	#DIV/0!	#DIV/0!	1284.80	#DIV/0!	#DIV/0!
Fayette	4	27			2			33	1755	53.18	438.75	65.00	#DIV/0!	#DIV/0!	877.50	#DIV/0!	#DIV/0!
Floyd	9	26			2			37	3208	86.70	356.44	123.38	#DIV/0!	#DIV/0!	1604.00	#DIV/0!	#DIV/0!
Fountain	2	7						9	618	68.67	309.00	88.29	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Franklin	6	16			1		1	24	858	35.75	143.00	53.63	#DIV/0!	#DIV/0!	858.00	#DIV/0!	858.00
Fulton		8						8	792	99.00	#DIV/0!	99.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Gibson	3	9			1			13	1313	101.00	437.67	145.89	#DIV/0!	#DIV/0!	1313.00	#DIV/0!	#DIV/0!
Grant	21	37			4			62	3563	57.47	169.67	96.30	#DIV/0!	#DIV/0!	890.75	#DIV/0!	#DIV/0!
Greene	1	9			1			11	1351	122.82	1351.00	150.11	#DIV/0!	#DIV/0!	1351.00	#DIV/0!	#DIV/0!
Hamilton	37	70			13			120	6624	55.20	179.03	94.63	#DIV/0!	#DIV/0!	509.54	#DIV/0!	#DIV/0!
Hancock	3	25			2			30	2301	76.70	767.00	92.04	#DIV/0!	#DIV/0!	1150.50	#DIV/0!	#DIV/0!
Harrison	3	14			2			19	1413	74.37	471.00	100.93	#DIV/0!	#DIV/0!	706.50	#DIV/0!	#DIV/0!
Hendricks	13	23			8			44	4182	95.05	321.69	181.83	#DIV/0!	#DIV/0!	522.75	#DIV/0!	#DIV/0!
Henry	3	17			3			23	2408	104.70	802.67	141.65	#DIV/0!	#DIV/0!	802.67	#DIV/0!	#DIV/0!
Howard	20	18			3			41	3736	91.12	186.80	207.56	#DIV/0!	#DIV/0!	1245.33	#DIV/0!	#DIV/0!

County	Ambulatory	Ambulatory / Wheelchair	Ambulatory / Wheelchair / Stretcher	Basic Life Support	Non-Contracted	Stretcher Van	Wheelchair Lift Van	Total Vehicles	Capitated Members	member : vehicle ratio for all vehicle types	Ambulatory	Ambulatory / Wheelchair	Ambulatory / Wheelchair / Stretcher	Basic Life Support	Non-Contracted	Stretcher Van	Wheelchair Lift Van
Tippecanoe	30	32			7			69	5436	78.78	181.20	169.88	#DIV/0!	#DIV/0!	776.57	#DIV/0!	#DIV/0!
Tipton	1	4						5	411	82.20	411.00	102.75	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Union		9			1			10	281	28.10	#DIV/0!	31.22	#DIV/0!	#DIV/0!	281.00	#DIV/0!	#DIV/0!
Vanderburgh	19	42			3	1		65	8839	135.98	465.21	210.45	#DIV/0!	#DIV/0!	2946.33	8839.00	#DIV/0!
Vermillion	1	4			1			6	677	112.83	677.00	169.25	#DIV/0!	#DIV/0!	677.00	#DIV/0!	#DIV/0!
Vigo	11	20			3			34	5335	156.91	485.00	266.75	#DIV/0!	#DIV/0!	1778.33	#DIV/0!	#DIV/0!
Wabash	4	7			2			13	1413	108.69	353.25	201.86	#DIV/0!	#DIV/0!	706.50	#DIV/0!	#DIV/0!
Warren	1	5						6	234	39.00	234.00	46.80	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Warrick	6	27			2			35	2134	60.97	355.67	79.04	#DIV/0!	#DIV/0!	1067.00	#DIV/0!	#DIV/0!
Washington	1	6			1			8	1282	160.25	1282.00	213.67	#DIV/0!	#DIV/0!	1282.00	#DIV/0!	#DIV/0!
Wayne	7	37			6			50	3944	78.88	563.43	106.59	#DIV/0!	#DIV/0!	657.33	#DIV/0!	#DIV/0!
Wells	2	22			1			25	1065	42.60	532.50	48.41	#DIV/0!	#DIV/0!	1065.00	#DIV/0!	#DIV/0!
White	6	10			2			18	824	45.78	137.33	82.40	#DIV/0!	#DIV/0!	412.00	#DIV/0!	#DIV/0!
Whitley	3	13						16	889	55.56	296.33	68.38	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
All Counties & All Vehicles	676	1620	0	0	205	1	5	2507	265955	106.08	393.42	164.17	#DIV/0!	#DIV/0!	1297.34	#####	53191.00

