

Invitation For Bid #710-18-1025

# **Non-Emergency Medical Transportation Services (NET)**

Prepared for

**Arkansas Department of Human Services (DHS),  
Division of Medical Services (DMS)**

Submitted by:



October 4, 2018

## 710-18-1025 (Non-Emergency Transportation)

### Checklist

Bidder Name Medical Transportation Management, Inc. (MTM)

Required Documentation	Included
Narrative of prior work experience, including contact information of previous employers'/contract managers for verifying experience. (See Minimum Qualifications)	<input checked="" type="checkbox"/>
Resumes of proposed Staff to fill required positions, including phone number and email address.  Non-incumbent brokers - Job descriptions in lieu of resume for required positions.  <b><u>STAFF POSITIONS</u></b> Project Director Safety Officer QA Manager Investigator Trainer	<input checked="" type="checkbox"/>
EO 98-04 Disclosure Form (Attachment A)	<input checked="" type="checkbox"/>
Copy of Vendor's Equal Opportunity Policy. (See Equal Opportunity Policy)	<input checked="" type="checkbox"/>
Signed Addenda(s) to this IFB (See Requirement of Addendum)	<input checked="" type="checkbox"/>
Bid Price Sheet	<input checked="" type="checkbox"/>
Electronic Copy (Flash Drive)	<input checked="" type="checkbox"/>
Agreement and Compliance Pages	<input checked="" type="checkbox"/>

# **Bid Response Packet**

# BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Medical Transportation Management, Inc. (MTM)			
Address:	16 Hawk Ridge Drive			
City:	Lake St. Louis	State:	MO	Zip Code: 63367
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit			
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Women-Owned			
	AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>	

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Michele Lucas	Title:	Chief Marketing Officer
Phone:	636-695-5536	Alternate Phone:	636-541-2978
Email:	mlucas@mtm-inc.net		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.  <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.  <input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:

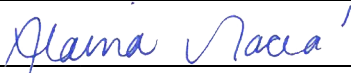
Authorized Signature: Alaina Macia' Title: President and CEO  
Use Ink Only.

Printed/Typed Name: Alaina Macia' Date: 10/2/18

## **SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

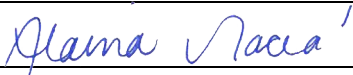
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

<b>Vendor Name:</b>	Medical Transportation Management, Inc. (MTM)	<b>Date:</b>	10/2/18
<b>Signature:</b>		<b>Title:</b>	President and CEO
<b>Printed Name:</b>	Alaina Maciá		

## **SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

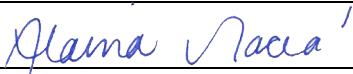
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

<b>Vendor Name:</b>	Medical Transportation Management, Inc. (MTM)	<b>Date:</b>	10/2/18
<b>Signature:</b>		<b>Title:</b>	President and CEO
<b>Printed Name:</b>	Alaina Maciá		

## **SECTION 3 & 4 - VENDOR AGREEMENT AND COMPLIANCE**

- *Exceptions to Requirements shall cause the vendor's proposal to be disqualified.*

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

<b>Vendor Name:</b>	Medical Transportation Management, Inc. (MTM)	<b>Date:</b>	10/2/18
<b>Signature:</b>		<b>Title:</b>	President and CEO
<b>Printed Name:</b>	Alaina Maciá		





# **E0 98-04 Disclosure Form**

# CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

F-1

Failure to complete all the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

<b>SUBCONTRACTOR:</b>	<b>SUBCONTRACTOR NAME:</b>	<b>Contractor for which this is a subcontractor:</b>
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
		<b>Estimated dollar amount of subcontract:</b>

IS THIS FOR:

Goods?     Services     Both?

**TAXPAYER ID NAME:** Medical Transportation Management, Inc. (MTM)

**YOUR LAST NAME:** Maciá                      **FIRST NAME:** Alaina                      **MI:**

**ADDRESS:** 635 Maryville Centre Drive, Suite 300

**CITY:** St. Louis                      **STATE:** MO                      **ZIP CODE:** 63141                      **COUNTRY:** UNITED STATES OF AMERICA

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

### FOR INDIVIDUALS \*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: Member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held <small>[senator, representative, name of board/commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and how are they related to you? <small>(i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.)</small>	
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Relation
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

None of the above applies

### FOR A (BUSINESS) \*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held <small>(senator, representative, name of board/commission, data entry, etc.)</small>	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Ownership Interest (%)	Position of Control
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>						
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>						
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>						
State Employee	<input type="checkbox"/>	<input type="checkbox"/>						

None of the above applies

\* NOTE: PLEASE LIST ADDITIONAL DISCLOSURES ON SEPARATE SHEET OF PAPER IF MORE SPACE IS NEEDED



# **Equal Opportunity Policy**

## 102.0 EQUAL EMPLOYMENT OPPORTUNITY (EEO)

SECTION: 102.0 | EFFECTIVE DATE: 01/01/2004 | LAST REVISED: 06/01/2018

Medical Transportation Management, Inc. (MTM) is committed to providing equal employment opportunity (EEO) to all qualified persons and in compliance with all federal, state, and local laws prohibiting workplace discrimination and unlawful retaliation. This commitment to EEO extends not only to employees and applicants of MTM but also to independent contractors, trainees, or any paid or unpaid interns. MTM strictly prohibits all discrimination against any employee or applicant for employment because of:

- Race
- Citizenship Status
- Age
- Veteran Status
- Marital Status
- Political Affiliation
- Protected Activity (*such as opposition to or reporting of prohibited discrimination or harassment*)
- Color
- Religion
- National Origin
- Medical Condition
- Economic Status
- Religious Creed or Belief
- Sex (*including pregnancy, childbirth, breastfeeding, or related medical condition*)
- Ethnicity
- Genetic Information
- Ancestry
- Disability
- Familial Status
- Gender (*including gender identity and sexual orientation*)
- Any other status or classification protected by applicable federal, state, and/or local laws

This commitment to EEO extends not only to employees and applicants of MTM but also to independent contractors, trainees, or any paid or unpaid interns. This commitment extends to all areas of personnel actions including but not limited to advertising, recruitment and placement, promotion, training, transfer, evaluation, compensation, benefits, disciplinary actions, accommodation requests, terminations, layoffs and discharges, participation in company activities, programs or events, accommodation requests, work assignments, and all other terms, conditions and privileges of employment. MTM will also make reasonable accommodations for disabled applicants and employees and for the sincerely held religious beliefs of applicants and employees depending upon individual circumstances.

# **Signed Addenda**

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203  
501-682-6327

**ADDENDUM 1**

**DATE:** August 28, 2018

**SUBJECT:** 710-18-1025 Non-Emergency Transportation NET

The following change(s) to the above referenced Invitation for Bid for DHS has been made as designated below:

**Change of specification(s)**

\_\_\_\_\_ Additional specification(s)

\_\_\_\_\_ Change of bid opening date and time

\_\_\_\_\_ Cancellation of bid

Other – 1. Correcting the Contract Start Date in Schedule of Events (attachment, NET Updated Anticipated Timeline). **Contract Start: 1/1/2019**

2. Amending answers to questions (attachment "Compiled Q and A – NET – FINAL ") as follows:

Q. 52	<b>Confirmed</b>
Q. 83	<b>See updated IFB Section 1.11(B)</b>
Q. 86	<b>See answer to question 83.</b>
Q.199	<b>See answer to question 83.</b>

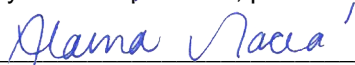
**BID OPENING DATE AND TIME**

Bid opening date and time ***will not be changed:***

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BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE DEPARTMENT OF HUMAN SERVICES.

If you have questions, please contact the buyer at [nawania.williams@dhs.arkansas.gov](mailto:nawania.williams@dhs.arkansas.gov) or 501-320-6511

  
\_\_\_\_\_  
Vendor Signature

10/2/18  
\_\_\_\_\_  
Date

Medical Transportation Management, Inc. (MTM)  
\_\_\_\_\_  
Company

# **Minimum Qualifications**



## Minimum Qualifications Documentation

A. The Broker must have a minimum of five (5) years of experience in non-emergency medical transportation (NET). For verification purposes, the Broker must submit a narrative detailing qualifying experience and include phone numbers and e-mail address for previous employers and/or contract managers who can verify qualifying experience. Proposals may be disqualified from Brokers whose references do not respond within five (5) business days of the request for verification.

### Qualifying Experience

MTM has over 23 years of non-emergency medical transportation (NET) brokerage experience operating programs of similar size and scope, as well as specific experience managing NET for Arkansas Regions A, B, and G from 2004 to 2007. Having previously operated this program, we fully understand the contract, the populations served, their needs, and how to best serve them. We have maintained relationships with transportation providers, medical providers, and other stakeholder groups, which will provide continuity of care for members and a smoother transition for the program.

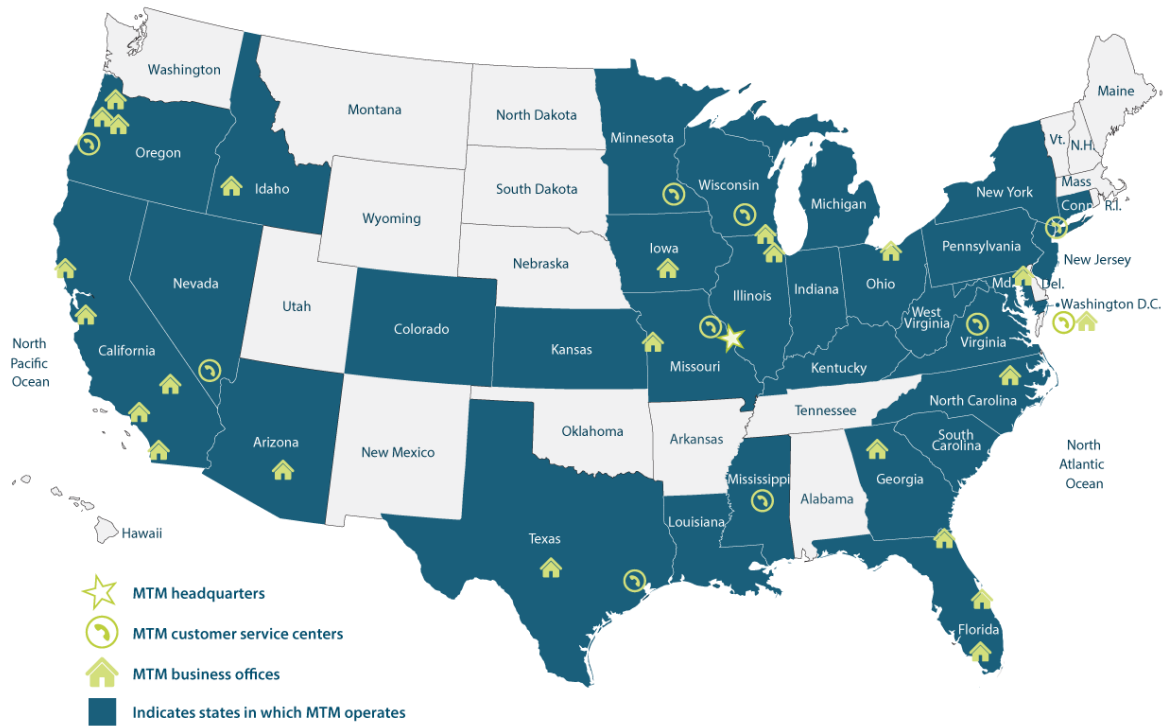


Since MTM operated the NET program eleven years ago, we have grown, improved, and enhanced our company and our services in notable ways, offering the Arkansas Department of Human Services (DHS) the best blend of cost-effectiveness, technological efficiency, and experience to manage the program today. MTM has made new and exciting improvements to our organization, including formally acquiring Reveal Management Services (Reveal) routing, scheduling, and dispatching software and piloting Reveal's transportation provider offerings, including live GPS tracking, in several markets. We acquired Reveal in 2017, which provides our clients with a full-service transportation management system. Together, MTM and Reveal are the transportation and technology partners DHS seeks, and we have the expertise and scalability to meet DHS' current and future technology needs.

*“Reveal has played an integral part in our statewide regional business model implementation. Their technology is a huge upgrade from our use of Trapeze and has greatly improved the quality of service our transit providers deliver, and has assisted in reaching our goal of providing more efficient transit services statewide. The implementation process was without hurdles and was completed in an impressively quick manner. We could not be happier with our choice to utilize Reveal as our statewide transit technology provider.”*

**Cory Davis, Comprehensive Transportation Planning Manager**  
Kansas Department of Transportation (KDOT)

MTM is the fastest growing NET broker in the country, and continues to take market-share from our competitors. We operate in 31 states, plus Washington, DC, managing transportation for more than 10 million beneficiaries taking 16 million trips each year. **Figure 1** depicts MTM's extensive operations across the United States.



**Figure 1: US Map.** MTM operates NET contracts across the country.

**Figure 2** gives a high-level overview of MTM's overall experience with government clients, including the number of members served, trips scheduled, and calls received.

Government Program Summary				
Client	Members Served	Annual Trips Scheduled	Annual Calls Received	Dates of Operation
Wisconsin Department of Health Services (DMAS)	976,301	3,843,087	1,221,466	Aug 2013 to Present
Nevada Department of Health and Human Service, Division of Health Care Financing and Policy (DHCFP)	578,090	1,348,395	358,089	July 2016 to Present
District of Columbia Department of Health Care Finance (DHCF)	54,194	1,106,763	156,178	Oct 2007 to Present

Government Program Summary				
Client	Members Served	Annual Trips Scheduled	Annual Calls Received	Dates of Operation
Minnesota Metro Counties Consortium (MCC)	594,485	880,956	211,229	July 2004 to Present
Texas Health and Human Services Commission (HHSC)- Houston Region	1,058,527	828,667	531,319	Mar 2012 to Present
Texas HHSC- Regions 5 and 9	221,517	309,691	143,262	Sept 2014 to Present
Mississippi Division of Medicaid (DOM)	120,717	936,282	357,573	July 2014 to Present
Idaho Department of Health and Welfare (IDHW)	348,697	1,436,748 Estimated	287,350 Estimated	Mar 2018 to Present
Livermore Ardmere Valley Transit Authority (LAVTA)	1,460	50,134	35,978	May 2014 to Present

**Figure 2: Government Program Highlights.** DHS benefits from MTM’s experience operating similar, statewide and regional programs. Trips scheduled and calls received are 2017 annual figures.

This growth is an important consideration for DHS, as our expansion in the NET market not only demonstrates our stability and reputation, it enables us to bring in additional resources, develop new technology, and recruit high-level operational staff without adding costs to the Arkansas NET program. For example, MTM is the only bidder who can offer DHS our 23 years of expertise as one of the largest NET brokers in the industry, as well as streamlined integration of transit technology leader, Reveal.

Although MTM is one of the largest and most experienced transportation management firms in the nation, we remain a family-owned and operated organization with no intent to sell or go public. MTM’s overall organizational mission remains the same: partner with our clients in developing innovative solutions for accessing healthcare, increasing independence, and connecting community resources in a cost-effective manner.

Under the direction of President and CEO Alaina Maciá, MTM continually develops best practices and drives the industry to higher standards of care. In the past, clients who decided to contract with another broker have often come back to MTM, citing our superior commitment to service, responsiveness, and concern for program integrity.

What is truly different about our approach to NET management is our flexibility. We remain dedicated to creating customized programs to meet each client's unique needs. This flexibility in our model allows us to be successful with a variety of programs similar in size and scope to DHS', including our current management of NET services in the District of Columbia, Texas, Mississippi, Minnesota, Idaho, and Nevada.



Several of these statewide NET programs cover largely rural geographic locations, much like the Arkansas NET program, giving MTM a distinct advantage over competitors. Across our book of business, an estimated 20% of MTM's total trip volume consists of rural and remote-rural transportation. To effectively serve beneficiaries in rural areas, we leverage our ability to recruit a comprehensive network of transportation providers, as well as volunteers and other available transportation resources, such as non-profit agencies. Throughout the country, MTM manages a network of more than 1,400 transportation providers representing a variety of modes and covering rural, suburban, and metropolitan service areas.

As states struggle to address the priorities and challenges inherent to Medicaid programs, it is critical to balance access to care with protecting taxpayer dollars. Our goal is simple: deliver the most value to DHS. Our focus on the beneficiary experience, complemented by our technology platforms, will help DHS drive down costs across the board, not limited to transportation, by providing reliable access to preventative care services and reducing the costly complications proven to arise from the lack thereof.

MTM has all of the qualities DHS seeks in a transportation broker, with the broad range of knowledge and experience to complement and support your efforts in improving healthcare outcomes for Arkansas Medicaid beneficiaries. By choosing MTM as its NET broker, DHS will experience the positive difference of working with a company focused on delivering the highest quality services possible. We look forward to partnering with DHS to bring quality NET services to eligible Arkansas beneficiaries.

## References

MTM is pleased to provide the following references for DHS. These entities can attest to our ability to successfully perform all functions required to operate the Arkansas NET program. MTM is proud of all of our contracts and is happy to provide additional information to DHS upon request.

<b>Reference 1</b>	<b>Magnolia Health Plan, Inc.</b> Dates of Service: 2014 to Present Contact: Aaron Sisk, Chief Executive Officer Phone: 601-863-0822 Email: <a href="mailto:asisk@centene.com">asisk@centene.com</a>
<b>Reference 2</b>	<b>District of Columbia Department of Health Care Finance (DHCF)</b> Dates of Service: 2007 to Present Contact: Dr. Antonio Lacey, Program Analyst Phone: 202-442-5847 Email: <a href="mailto:Antonio.lacey@dc.gov">Antonio.lacey@dc.gov</a>
<b>Reference 3</b>	<b>Texas Health and Human Services Commission (HHSC)</b> Dates of Service: 2012 to Present Contact: Grace Windbigler, Director, Managed Care Compliance and Operations Phone: 512-428-1940 Email: <a href="mailto:grace.windbigler@hpsc.state.tx.us">grace.windbigler@hpsc.state.tx.us</a>

*B. The Broker must submit resumes of staff proposed to fill the following positions: Project Director, Safety Officer, Quality Assurance Manager, Investigator and Trainer. No single staff member may serve in more than two (2) of these designated roles. Non-incumbent brokers may submit job descriptions in lieu of resumes for the positions indicated above.*

## Job Descriptions of Key Personnel

As required by the RFP, MTM provided job descriptions for all key positions in **Appendix A**, including:

- Program Director (*Project Director*)
- Field Monitor (*Safety Officer*)
- Quality Assurance Manager
- Quality Investigation Specialist (*Investigator*)
- Training Coordinator (*Trainer*)

Upon contract award, MTM will identify skilled staff to oversee the NET program.

*C. The Broker must submit a statement that the Broker expressly agrees and acknowledges that if they Broker cancels, defaults, or otherwise abandons their contract prior to expiration, the Broker shall not be eligible to bid on an Arkansas Department of Human Services (DHS) NET procurement in that region until the next bid opportunity or for twenty-four (24) months, whichever is later. Broker's signature on page four (4) of the BID response packet shall certify Broker's compliance with this minimum qualification. See "Attachment G".*

### **Acknowledgement of Contract Terms**

MTM expressly agrees and acknowledges that if we cancel, default, or otherwise abandon our contract prior to expiration, we shall not be eligible to bid on an Arkansas DHS NET procurement in that region until the next bid opportunity or for 24 months, whichever is later. In addition, President and CEO Alaina Maciá's signature on page four of the bid response packet certifies MTM's compliance with this minimum qualification.

# **Appendix A**

## Job Descriptions

# PROGRAM DIRECTOR

## JOB DESCRIPTION



### JOB TITLE

Program Director

### CLASSIFICATION

Exempt (salaried)

### LAST UPDATED

07/01/2016

### POSITION SUMMARY

The Program Director works in collaboration with operations, corporate support departments, to ensure the most appropriate and cost-effective delivery of transportation services are provided. Will act as the internal liaison between departments and clients to ensure that the location is fully compliant with all contractual requirements.

### MAJOR JOB OBJECTIVES

- Contract oversight and facilitation of client needs with anticipation of growth
- Identify potential risk and develop resolution processes
- Continually analyze program needs and productivity and adjust staffing and resources to ensure cost effectiveness
- Oversight of documentation or work plans as required or needed
- Develop a working relationship with client and operations staff to ensure exceptional customer service needs and problem resolution processes are in place
- Act as a liaison between MTM and client to address any concerns or issues that may arise and do so in a timely manner
- Act in a consultative manner, developing and presenting annual plan reviews
- Provide education and information to client regarding MTM procedures, services available, and changes within the industry
- Good understanding of local climate needs and issues pertaining to the passenger transportation industry
- Capability of addressing any questions / concerns regarding program
- Develop and maintain thorough knowledge of MTM departments and compliance programs within each
- Identify, evaluate, and develop strategies in relation to livability, public involvement, and the transportation disadvantaged population
- Participate in education outreach programs for public involvement
- Maintaining a Geographic Information System (GIS) database for reporting, analytics, and demographic data
- Work collaboratively with key stakeholders, internal and external
- Attend regular meetings with the client to report on progress, field any questions, concerns, and/or complaints, as well as update the client on ongoing projects

### OTHER JOB FUNCTIONS

- Maintain active involvement in programs, as required
- Maintain a thorough understanding of MTM policies and employee handbook guidelines
- Oversee all planning activities
- Other duties as assigned



## KNOWLEDGE, SKILLS, & ABILITIES

- Must possess excellent interpersonal skills and ability to work with a variety of people and job positions
- Thorough knowledge of ADA, DOT, FTA regulations
- Ability to acquire in-depth knowledge of MTM operations, company policies, and guidelines
- Proven experience in operation's and management of staff
- Extensive analytical and proven data collection methods
- Exceptional interpretation and problem solving skills
- Ability to schedule, organize and prioritize multiple tasks
- Proven experience supervising and monitoring the delivery of contractual services
- Extensive knowledge of budget and cost analysis
- Must be able to evaluate and resolve problems and issues in a constructive manner
- Moderate to advanced computer skills
- Ability to maintain high level of confidentiality
- Regular attendance

## QUALIFICATIONS

- Bachelor's degree
- Master's degree preferred
- At least two years' qualifying experience
- Previous experience with contractor project management preferred
- Must possess a valid driver's license

## WORKING CONDITIONS

- This job operates in a professional office environment
- May be subject to adverse weather conditions during times of travel

## PHYSICAL REQUIREMENTS

- May require sitting in front of, and operating, a computer for extended periods
- Requires close visual acuity when operating a computer
- Must be able to drive a motor vehicle
- Must be able to communicate with others and comprehend verbal instructions
- Requires light lifting and carrying
- Routinely uses standard office equipment such as computers, phones, and photocopiers
- Must be able to move around an office environment

## TRAVEL

- May require local and overnight travel
- May be required to drive a company or rental vehicle (failure to pass an annual Motor Vehicle Record (MVR) background screen may result in termination of employment)

## SUPERVISION

- This position involves supervision of direct reports and includes establishment of annual goals and objectives, coaching and mentoring, conducting annual performance reviews, issuing disciplines, and providing daily oversight of assigned tasks

**Acknowledgement**

I have read and understand my position description and certify that I understand the requirements of the essential functions and duties of the position and will fulfill the stated expectations:

\_\_\_\_\_ without accommodations  
\_\_\_\_\_ with the following accommodations

*Equal Opportunity Employer. Minorities/Women/Veterans/Disabled/Familial  
If you are in need of accommodations, please contact Human resources at (636) 561-5686*

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name (print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

**This job description in no way states or implies that these are the only duties to be performed by the employee occupying this job. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.**

Original: Human Resources  
Cc: Employee's Supervisor  
Employee

### JOB TITLE

Field Monitor

### CLASSIFICATION

Non Exempt (salaried)

### LAST UPDATED

11/01/2016

## POSITION SUMMARY

The Field Monitor is responsible for ensuring transportation providers, who contract with MTM, meet and exceed the compliance requirements contained in our contract. This includes performing random and/or schedule site visits and inspections. The Field Monitor performs semi-annual vehicle inspections to ensure vehicle compliance with all ADA and other Federal, State and Local regulatory standards.

## MAJOR JOB OBJECTIVES

- Perform vehicle inspections to ensure vehicle compliance with all ADA and other Federal, State and Local regulatory standards
- Performs scheduled and random visits (local travel) to healthcare facilities and contracted transportation providers to verify level of service and provider adherence to contract standards
- Perform onsite visits and street observations of current providers in the specific MTM network
- Performs on street observations of providers' vehicles, drivers and services. Document on street observations in the network management database and provide input to providers on both positive and negative findings
- Schedules field with the Area Liaison
- Plans and documents work schedule and provides follow up reports to management on a regular basis
- Investigates quality of transportation provider's on-time performance, driver's adherence to service requirements and alteration(s) to rider's level of service and/or scheduling requirements

## OTHER JOB FUNCTIONS

- Assist with training of drivers and attendants using MTM-prescribed training curriculum
- Other duties as assigned

## KNOWLEDGE, SKILLS, & ABILITIES

- Demonstrates strong interpersonal skills
- Ability to train drivers and attendants using MTM prescribed training curriculum
- Basic knowledge of DC and surrounding area along with ability to read and follow maps
- Ability to work independently with minimal supervision
- Must be self-motivated and possess superior management skills
- Demonstrated software skills to include proficiency of Microsoft Excel, Outlook and PowerPoint
- Must have proven experience dealing with conflict management
- Must be willing and able to travel locally within DC 75+%
- Approximately 25% of work time is conducted in an office setting and approximately 75% will involve extensive travel
- Must be flexible to work a variety of work schedules/hours
- Ability to maintain high level of confidentiality
- Regular attendance is required

## QUALIFICATIONS

- High School Degree or equivalent
- Transportation and/or vehicle maintenance experience, preferred
- Prior audit experience and/or knowledge of Medicaid guidelines, preferred
- Must possess a valid driver's license

## WORKING CONDITIONS

- This job operates in a professional office environment
- May be subject to adverse weather conditions during times of travel

## PHYSICAL REQUIREMENTS

- May require sitting in front of, and operating, a computer for extended periods
- Requires close visual acuity when operating a computer
- Must be able to drive a motor vehicle
- Must be able to communicate with others and comprehend verbal instructions
- Requires light lifting and carrying
- Routinely uses standard office equipment such as computers, phones, and photocopiers
- Must be able to move around an office environment

## TRAVEL

- May require local and overnight travel
- May be required to drive a company or rental vehicle (failure to pass an annual Motor Vehicle Record (MVR) background screen may result in termination of employment)

## SUPERVISION

- This position does not involve supervision of direct reports

**Acknowledgement**

I have read and understand my position description and certify that I understand the requirements of the essential functions and duties of the position and will fulfill the stated expectations:

\_\_\_\_\_ without accommodations  
\_\_\_\_\_ with the following accommodations

*Equal Opportunity Employer. Minorities/Women/Veterans/Disabled/Familial  
If you are in need of accommodations, please contact Human resources at (636) 561-5686*

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name (print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

**This job description in no way states or implies that these are the only duties to be performed by the employee occupying this job. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.**

Original: Human Resources  
Cc: Employee's Supervisor  
Employee

# QUALITY ASSURANCE MANAGER

## JOB DESCRIPTION



JOB TITLE	CLASSIFICATION	LAST UPDATED
Quality Assurance Manager	Exempt (salaried)	11/01/2016

### POSITION SUMMARY

The Quality Assurance Manager will provide day-to-day oversight of all quality assurance and contract compliance activities for the contract. S/he will ensure all aspects of the program are handled in a compliant, effective manner. This role is responsible ensuring appropriate handling of all complaints, grievances, and member/provider appeal information as well as resolution and reporting.

### MAJOR JOB OBJECTIVES

- Oversee and monitor all activities related to organizational quality management in adherence to identified contractual and national standards
- Direct the intake, compilation, and intra/inter-departmental coordination, documentation, resolution, and reporting of quality management activities
- Ensure adherence to timeliness requirements for response, resolution, and reporting of complaints and grievances
- Update and report activity to Project Director and other executive staff in a consistent and timely manner
- Coordinate complaint and grievance information with appeals board
- Organize systematic data collection and analysis in concert with other MTM departments
- Provide necessary data and information to assist with monitoring and coordination of quality improvement, credentialing, and service outcomes
- Adhere to MTM policies and procedures

### OTHER JOB FUNCTIONS

- Other duties as assigned

### KNOWLEDGE, SKILLS, & ABILITIES

- Ability to acquire and maintain an in-depth knowledge of company operations, systems, contract guidelines and other required policies and procedures
- Demonstrated ability to manage multiple priorities in a fast-paced environment
- Ability to make sound business judgments
- Excellent interpersonal skills and ability to work with and manage a variety of people
- Excellent communication skills both written and verbal
- Excellent public speaking and presentation skills
- Strong leadership and analytical skills
- Knowledge of Microsoft applications, including Word, Excel, Access, and PowerPoint
- Ability to maintain high level of confidentiality
- Regular attendance is required

### QUALIFICATIONS

- Two years' qualifying experience
- Previous experience working with Medicaid/state programs preferred
- High School or GED equivalent certification; college degree preferred
- Professional Health Care Quality (CPHQ) certification preferred



## WORKING CONDITIONS

- This job operates in a professional office environment
- May be subject to adverse weather conditions during times of travel

## PHYSICAL REQUIREMENTS

- May require sitting in front of, and operating, a computer for extended periods
- Requires close visual acuity when operating a computer
- Must be able to drive a motor vehicle
- Must be able to communicate with others and comprehend verbal instructions
- Requires light lifting and carrying
- Routinely uses standard office equipment such as computers, phones, and photocopiers
- Must be able to move around an office environment

## TRAVEL

- May require local and overnight travel
- May be required to drive a company or rental vehicle (failure to pass an annual Motor Vehicle Record (MVR) background screen may result in termination of employment)

## SUPERVISION

- This position involves supervision of direct reports and includes establishment of annual goals and objectives, coaching and mentoring, conducting annual performance reviews, issuing disciplines, and providing daily oversight of assigned tasks

**Acknowledgement**

I have read and understand my position description and certify that I understand the requirements of the essential functions and duties of the position and will fulfill the stated expectations:

\_\_\_\_\_ without accommodations  
\_\_\_\_\_ with the following accommodations

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Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name (print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

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Original: Human Resources  
Cc: Employee's Supervisor  
Employee



# QUALITY INVESTIGATION SPECIALIST

## JOB DESCRIPTION



JOB TITLE	CLASSIFICATION	LAST UPDATED
Quality Investigation Specialist	Non Exempt (salaried)	11/01/2016

### POSITION SUMMARY

The Quality Investigation Specialist investigates and provides determinations to member appeals and State Fair Hearing requests, and identifies, prevents, investigates, and reports potential Fraud, Waste, and Abuse (FWA). The Quality Investigation Specialist also uses contractual documents and reports to facilitate the pre-assessment and liquidated damage process and writes performance improvement plans (PIPs) for transportation providers.

### MAJOR JOB OBJECTIVES

- Proactively identify and prevent potential FWA
- Review past and present fraud alerts, and potentially fraudulent issues to strengthen MTM's FWA prevention program throughout the organization(s)
- Report all potential FWA in accordance with contractual obligations
- Continuously promote FWA prevention throughout the organization(s)
- As needed, assist in supporting other departments as they educate and implement FWA prevention strategies
- Develop and/or utilize FWA tracking tools for reporting purposes, compiling investigation results and to conduct transportation provider focus audits
- Use FWA knowledge to assist in risk management and development of cost-effective solutions
- Investigate and provide determinations to all member appeals and State Fair Hearing requests in accordance with contractual obligations using MTM and client protocols
- Communicate with all stakeholders and provide ongoing education to transportation providers and MTM departments or staff concerning compliance deficiencies with MTM or client protocol
- Facilitate the pre-assessment and liquidated damage process by investigating and responding to pre-assessment review requests and liquidated damage appeals using contractual documents to determine their accuracy
- Write transportation provider PIPs using focus audit results and contractual documentation, and distribute them to pertinent MTM representatives

### OTHER JOB FUNCTIONS

- Act as back-up to co-workers as required
- Other duties as assigned

### KNOWLEDGE, SKILLS, & ABILITIES

- Proficiency with Microsoft applications including Word, Excel, and Outlook. Knowledge of PowerPoint and Access preferred
- Excellent verbal/written communication and problem-solving skills
- Excellent organizational, interpersonal and teamwork skills
- Ability to multi-task and set priorities in a fast-paced environment
- Conduct all activities in a timely and responsible manner
- Ability to make solid judgment calls
- Knowledge of all department responsibilities preferred

- A minimum of one year of quality related experience
- A minimum of six months in the MTM Customer Service Center preferred
- Working knowledge of MTM Customer Service protocols and procedures preferred
- Previous experience in Medicaid or state public assistance programs preferred
- Experience working for a managed care organization or healthcare provider preferred
- Ability to maintain high level of confidentiality
- Regular attendance is required

## QUALIFICATIONS

- High school diploma or G.E.D. equivalent
- College Degree preferred
- Must possess a valid driver's license

## WORKING CONDITIONS

- This job operates in a professional office environment
- May be subject to adverse weather conditions during times of travel

## PHYSICAL REQUIREMENTS

- May require sitting in front of, and operating, a computer for extended periods
- Requires close visual acuity when operating a computer
- Must be able to drive a motor vehicle
- Must be able to communicate with others and comprehend verbal instructions
- Requires light lifting and carrying
- Routinely uses standard office equipment such as computers, phones, and photocopiers
- Must be able to move around an office environment

## TRAVEL

- May require local and overnight travel
- May be required to drive a company or rental vehicle (failure to pass an annual Motor Vehicle Record (MVR) background screen may result in termination of employment)

## SUPERVISION

- This position does not involve supervision of direct reports

**Acknowledgement**

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Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name (print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

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Original: Human Resources  
Cc: Employee's Supervisor  
Employee

# TRAINING COORDINATOR

## JOB DESCRIPTION



### JOB TITLE

Training Coordinator

### CLASSIFICATION

Exempt (salaried)

### LAST UPDATED

12/05/2016

### POSITION SUMMARY

The Training Coordinator is responsible for conducting training sessions for new and existing employees in a classroom or one on one environments. Training Coordinator will conduct New Hire Orientation, new system training, protocol trainings and soft skill training both in classroom, webinar or individualized training environments. Training Coordinator conducts training sessions in alignment with directives from the People & Culture department. This role collaborates with Contact Center Managers, Supervisors, WFM and all staff within the Training Department.

### MAJOR JOB OBJECTIVES

- Develop and provide training on employee specific protocols and assist contact center management in implementation of changes
- Development and maintenance of relevant training and resource materials
- Continuously educate employees on new and enhanced skills, processes and procedures
- Provide employee development through constructive feedback, coaching, training/developing, and applying mentorship techniques at all stages of employment
- Conduct training/role playing exercises to reinforce proper behavior and performance
- Initiate and coordinate delivery of training sessions when appropriate; in coordination with the Training, WFM and contact center Leadership to deliver high quality material/resources
- Maintain required training documentation in coordination with Training Department
- Report performance issues to contact center management for review and follow-up where necessary
- Measure success of training through different methodologies such as improved quality scores, reduction in errors on scheduled trips and improvement in employee retention rates
- Responsible for ongoing evaluation of the training process and implementing changes for trackable improvement
- Perform CCR duties and call intake to support needs of business and maintain awareness of trends
- Collaborate with other departments like Quality and Compliance, Network, and IT to identify trends for improvement; developing training in response to these needs
- Coordinate with Workforce Management to ensure training is available to all contact center employees while meeting the needs of the business
- Conduct new hire orientation for all employees as assigned

### OTHER JOB FUNCTIONS

- Demonstrate strong skills communicating complex processes into easy to understand concepts
- Maintain a strong knowledge of services/products that MTM offers their clients
- Ability to deal with people in a manner that demonstrates sensitivity, tact and professionalism
- Strong communication skills, including the ability to write and speak in a clear, concise manner that appeals to wide audiences
- Demonstrate sincere personal commitment to promptness, reliability and quality work
- Demonstrate flexibility to transition from project to project with little to no supervision
- Adhere to all MTM established contact center guidelines and ensure MTM's personnel policies are followed
- Provide courteous response to all requests and proper use of terminology

- Develop and administer surveys to determine effectiveness of training
- Maintain flexibility in hours/days in order to meet Corporate/contact center objectives
- Positive attitude, ability to work well with others and independently
- Regular and punctual attendance required
- Comfortable working with minimal supervision and maintaining multiple responsibilities
- Provide assistance and guidance to other staff as needed
- Possess a high level of initiative
- Other duties as assigned

### **KNOWLEDGE, SKILLS, & ABILITIES**

- Knowledge of work related computer equipment
- Knowledge of Microsoft systems such as Outlook, Excel, Word and PowerPoint
- Extensive knowledge of MTM's protocols preferred
- Ability to be a role model for Customer Care Representative (CCR) & contact center team members in professionalism, proper phone etiquette, and adherence to contact center procedures
- Maintain highest level of confidentiality
- Ability to work with multiple situations and handle diverse issues
- Excellent multi-tasking and organizational skills with the ability to balance multiple responsibilities and competing priorities simultaneously
- Must possess strong leadership and team-building skills
- Exceptional written and verbal communication skills with the ability to communicate effectively in trainings and written communications

### **QUALIFICATIONS**

- High School Diploma or GED equivalent
- Customer service and/or contact center experience preferred

### **WORKING CONDITIONS**

- This job operates in a professional office environment
- May be subject to adverse weather conditions during times of travel

### **PHYSICAL REQUIREMENTS**

- May require sitting in front of, and operating, a computer for extended periods
- Requires close visual acuity when operating a computer
- Must be able to drive a motor vehicle
- Must be able to communicate with others and comprehend verbal instructions
- Requires light lifting and carrying
- Routinely uses standard office equipment such as computers, phones, and photocopiers
- Must be able to move around an office environment

### **TRAVEL**

- Position may require both local and overnight travel up to 50% of the time.
- May be required to drive a company or rental vehicle (failure to pass an annual Motor Vehicle Record (MVR) background screen may result in termination of employment)

### **SUPERVISION**

- This role does not involve supervision of direct reports

**Acknowledgement**

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Supervisor Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

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Original: Human Resources  
Cc: Employee's Supervisor  
Employee

