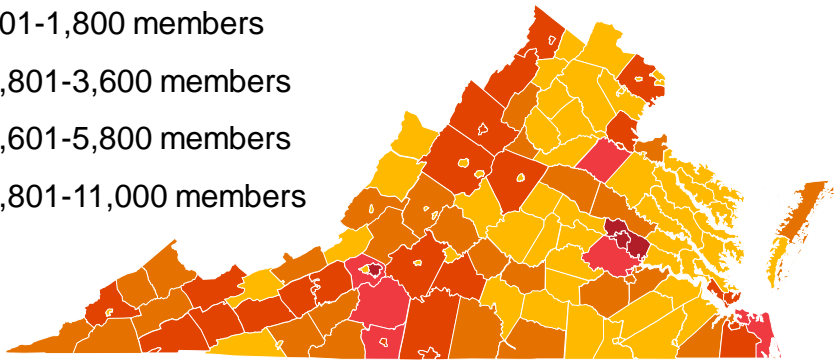


Medical Transportation: The Original Social Determinant

Getting to know Virginia Premier

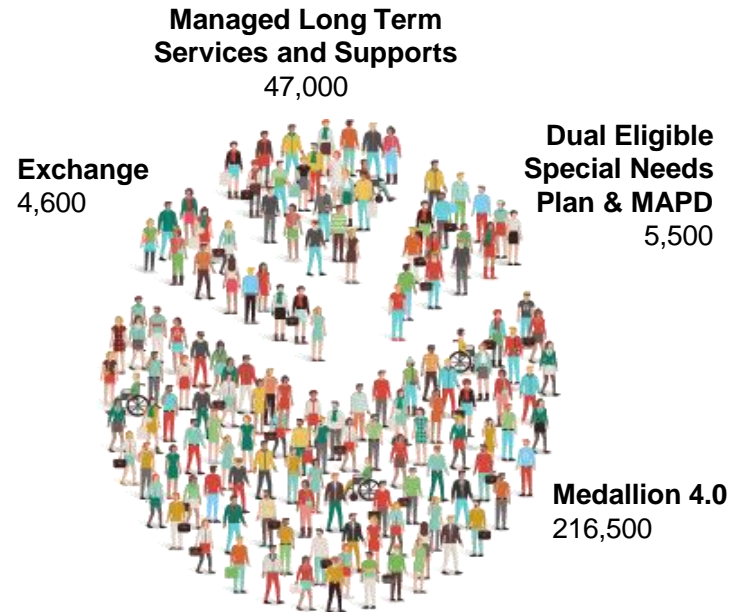
Our Members by County

- 1-500 members
- 501-1,800 members
- 1,801-3,600 members
- 3,601-5,800 members
- 5,801-11,000 members



**Over 270K members
Medicaid Health
Maintenance Organization**

Members by Line of Business



Virginia Premier's Mission, Vision and Values

Mission

To inspire health living within the communities we serve with a focus on those in need.

Vision

To be a leading health care organization by connecting all members to innovative, quality and affordable health care for all phases of life.

Core Values



Compassion



Collaboration



Excellence



Innovation



Integrity

Lines of Business

Virginia Premier's mission is to inspire healthy living within the communities we serve with a focus on those in need. We do this through innovation, strategic partnerships, industry-leading health care and the power of VCU Health.

Medicaid

Elite Individual – Medallion 4.0

For members who are at or below the Federal Poverty Level (FPL).

Elite Family (FAMIS) – Medallion 4.0

For members who are slightly above the FPL.

Elite Plus (CCC+/MLTSS)

For members who qualify for long term services and supports.

Expansion (CCC+/Medallion 4.0)

For Virginia Residents aged 19-64 who are not FAMIS or Medicare eligible, meet income requirements from 0-138% of the FPL, and are not eligible for a mandatory coverage group such as CCC Plus or Medicaid.

Federal Programs

Medicare Advantage Gold (HMO)

Medicare Advantage Part D plan with a \$0 premium.

Medicare Advantage Platinum (HMO)

A Medicare Advantage and Part D plan with a \$29 premium and lower copays.

Medicare Advantage Elite (D-SNP) (HMO)

For members who qualify for both Medicaid and Medicare.

Exchange Products

Virginia Premier Preferred Gold 1600
Virginia Premier Preferred Silver 6500
Virginia Premier Preferred Silver 4500
Virginia Premier Preferred Bronze 6600

In-network providers are Bon Secours and VCU Health providers, hospitals and facilities.

Community Enterprises

Virginia Premier Advisors

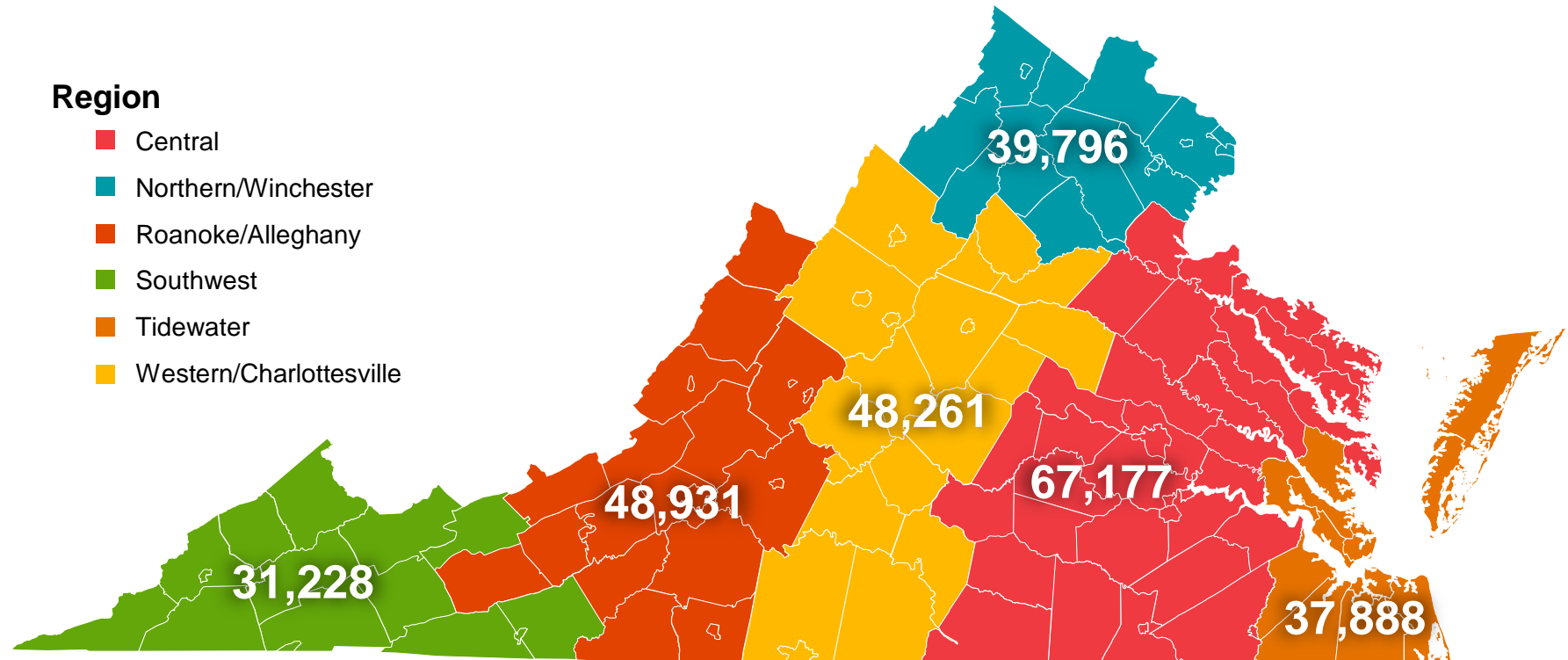
Third-party administrative services to other health care organizations.

Virginia Premier Neighborhood Health Care Center

A Medical Clinic in Roanoke exclusively for Virginia Premier members. Services include: Addiction recovery, Maternity and Primary Care.

Statewide & Regional presence

Virginia Premier began as Virginia Chartered, a Medicaid HMO serving 15,000 members in the Central Virginia and Tidewater regions. Today, we serve over 270,000 members across our Medicaid, Medicare, and Health Insurance Marketplace products



Non-Emergency Medical Transportation (NEMT)

- States are required by federal regulation to provide transportation to non-emergency Medicaid-funded services for enrollees with no other means of transportation.
- Non-Emergency Medical Transportation (NEMT) is transportation of members to non-emergency Medicaid covered services.
- NEMT is a critical benefit for members who need to access medical services but do not have their own transportation to get there.
- There are four NEMT Levels of Service:
 - Ambulatory
 - Stretcher
 - Wheelchair
 - Non-Emergency Ambulance

There are three levels of assistance that patients may require when utilizing their NEMT benefit:

Curb-to-Curb

- Driver is required to assist the member in and out of the vehicle at the curb.
- Drivers must observe the member entering the treatment facility or residential site.

Door-to-Door

- Driver is required to assist the member to the door of the entrance of the pick up or drop off location.
- Driver is required to assist the member throughout the transport.
- Drivers must keep sight of their vehicle for door-to-door transports.

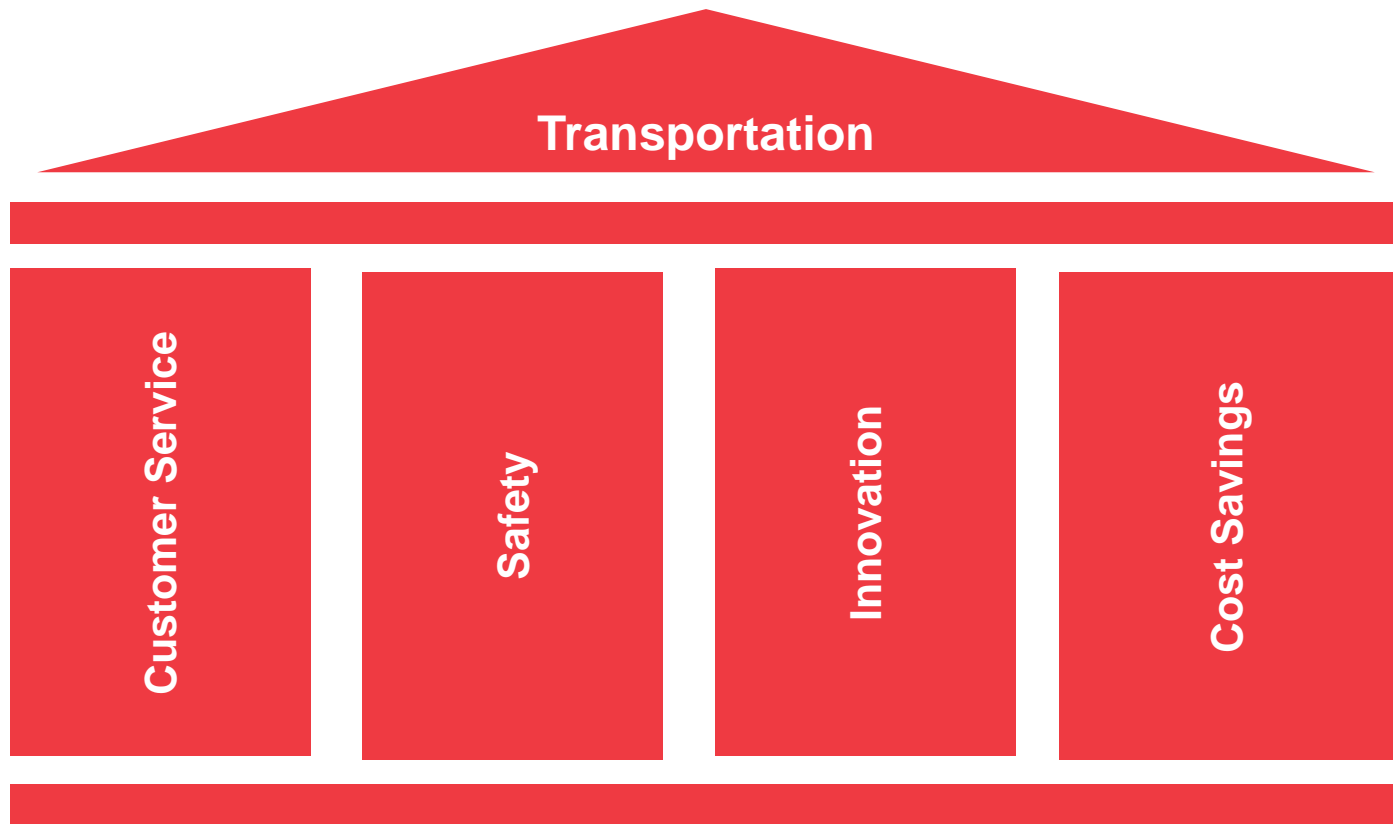
Hand-to-Hand

(medical necessity is required)

- Driver is required to receive the member from a person at the pick-up location and hand them off to a caregiver, or facility staff at the door of the drop off location.
- Driver must keep sight of their vehicle for hand-to-hand transports.

Virginia Premier Transportation

The vision for our Transportation Department is to support the health plan mission by providing **safe, reliable and cost effective transportation** to the underserved and vulnerable populations of Virginia. The Transportation team is driven to **make healthy living easy**.

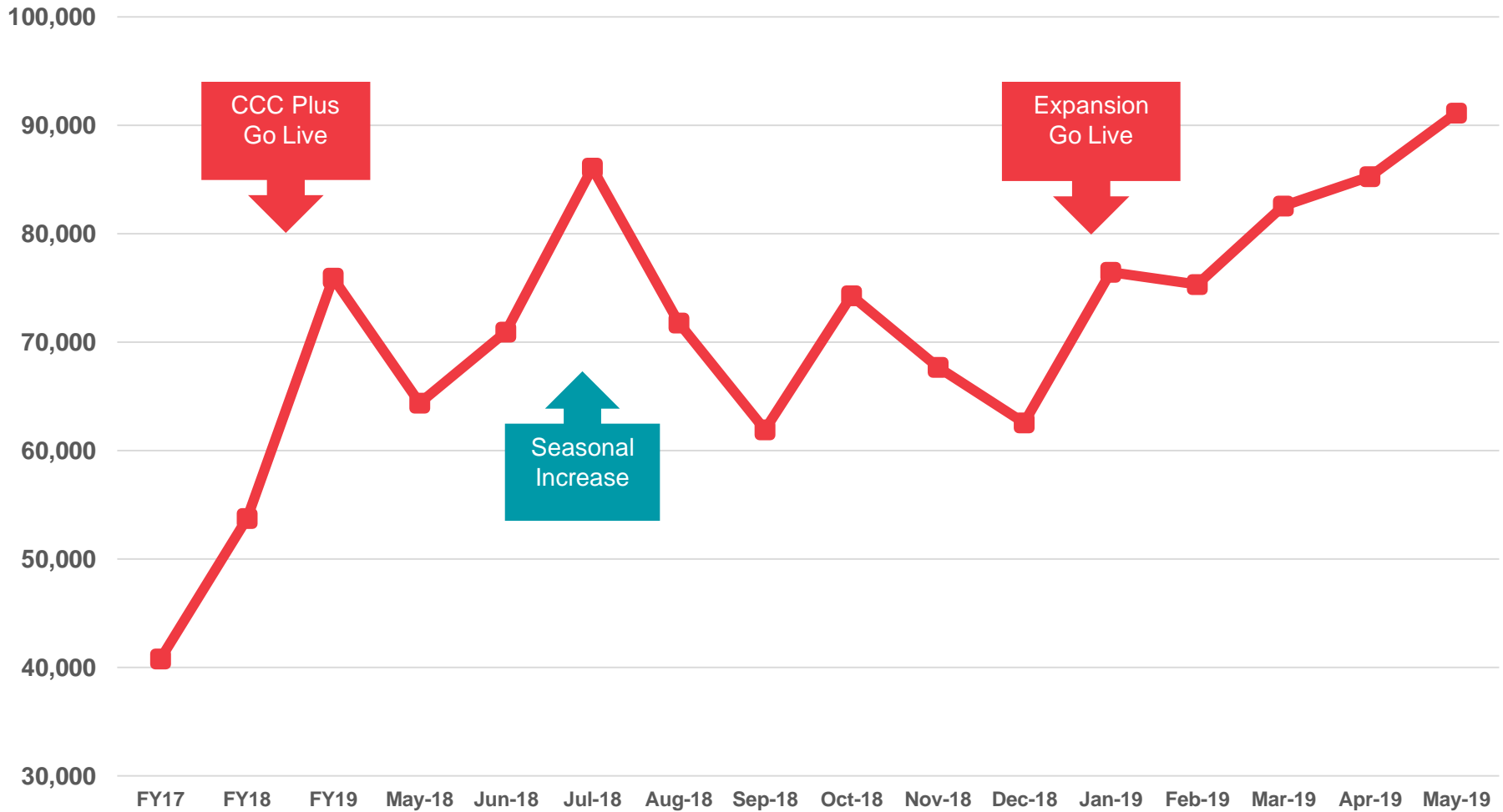


Service Overview

- Virginia Premier's Transportation Department is responsible for managing all aspects of a member's transportation to medically necessary services for members.
- This includes utilizing a fleet of Virginia Premier owned vehicles, along with coordinating trips with an external vendor network.
- Transportation has a current staff of 141 employees located in 11 offices across Virginia.
- Transportation operates 24/7:
 - Virginia Premier staff 5AM to 9PM Monday through Friday.
 - An external vendor is utilized for after hours and weekends
- Virginia Premier's internal fleet comprises of 14 sedans, 56 multi passenger vans, 11 mini vans, and 22 wheelchair vans.
- Internal fleet is able to quickly facilitate last minute medically necessary trips.
- Transportation provides or facilitates an average of 65,155 transports per month.



Trip Data



2018 Metrics

2018 Trip and Dispatch Call Counts

Metric	2018
Total Trips	781,860
Average Trips per Month	65,155
Average Dispatch Calls per Month	10,174
Total Dispatch Calls	122,091

2018 Performance Metrics

Metric	Goal	2018
On Time Percentage	99%	96.3%
Internal Trip Percentage	10%	11.3%
Avg. Speed of Answer (sec)	30	20
Abandonment Rate	5%	1.7%

Calendar Year Metrics (Jan 2019-May 2019)

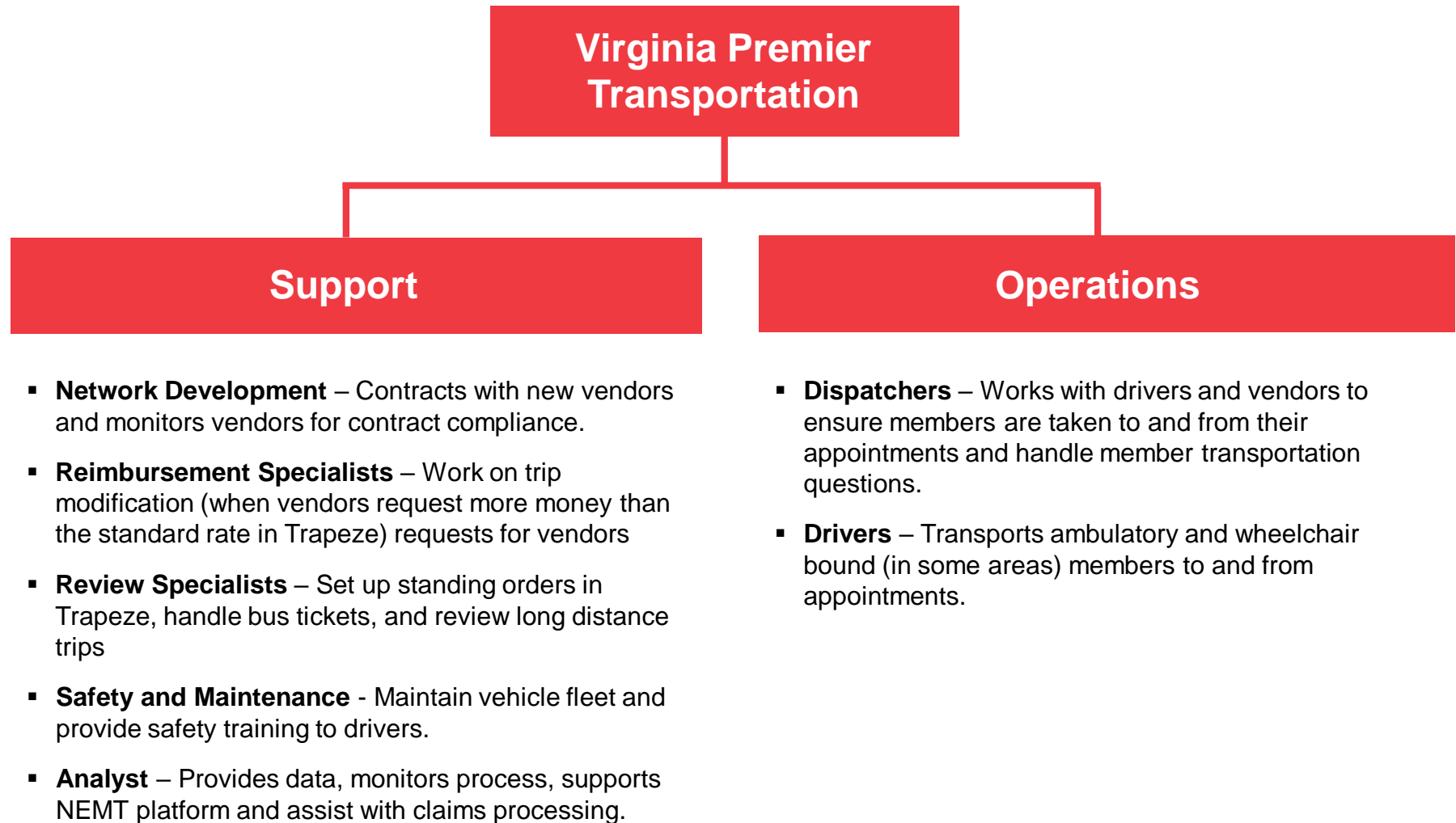
2019 Trip and Dispatch Call Counts

Metric	2019
Total Trips	410,779
Average Trips per Month	82,156
Average Dispatch Calls per Month	59,312
Total Dispatch Calls	11,862

2019 Performance Metrics

Metric	Goal	2019
On Time Percentage	99%	95.9%
Internal Trip Percentage	10%	10.6%
Avg. Speed of Answer (sec)	30	29
Abandonment Rate	5%	2.2%

Department Organization



Technology

Coordination of information is key to the efficient handling of Non Emergency Medical Transportation (NEMT) request. Virginia Premier utilizes Trapeze software to schedule transports, perform dispatch duties, exchange trip data with vendors, and pay vendor claims.

Trapeze

- NEMT Booking workflow (call taking, dispatching, vendor trip acceptance etc.)
- Provider Web Portal (trip assignment, acceptance and billing)

Virginia Premier Fleet Management

- Fleetmatics allows for accurately tracking drive time, routes traveled, time spent on location, speed, start/stop times, and idle times.
- GPS tracking allows for drivers to keep vehicles at their homes and allows for flexibility to hire drivers in regions that have limited vendors.

Questions?