



White Mountain Apache Tribe Client Business Office

Non-Emergency Medical Transportation Program

Promising Practice

AHCCCS TRIBAL CONSULTATION MEETING

Introduction

Cheryl Stover, Director

Client Business Office

White Mountain Apache Tribe

Tribal Patient Transportation

ALTCS Program

Independent NEMT Program

Desire: To Serve my People of the WMAT

How & Why

- ❖ To Many NEMT Companies
- ❖ Personal Business while in Company vehicles
- ❖ Illegal activity in company vehicles
- ❖ Too many complaints
- ❖ Vehicles were not in good condition
- ❖ Driver's were not being paid

Simply!

There was NO MANAGEMENT, NO STRUCTURE

Steps to Bring Order

- Cease & Desist Letter from the Attorney General
 - Issued with support of Tribal Council
- Completed Contract / NEMT Polices and Procedures Manual
 - Set up Flow Chart / Limitations
 - Who was responsible for WHAT????
- Signing meeting to review & sign new contract
 - Companies that had all required documents in.
 - Orientation for All Employees
- Inspected All Vehicles ready to operate
 - Inspections Continue for every new vehicle
- Constant Monitoring / Communication with Owners
 - Designated a Point of Contact (Tribal Member)
- Follow-up on all complaints

Steps to Bring Order (cont.)

Four Main focus to continue success:

- Networking
- Team Work
- Sticking to Rules and Regulations you set
- Quarterly Meetings

Challenges

- COMPLAINTS (From Everyone)
 - Polices and Procedures
 - Follow up and
- COMMUNICATION
 - Constant reminders in quarterly owner meetings
 - Inspections, Orientations, POC's, Owners
- KEEPING ALL RECORDS UP TO DATE
 - Calling and Policing the Companies w/ Audits monthly
 - Fines and Penalties for non compliance
- TURN OVERS IN DRIVER'S
 - 90 Day Probationary Period
 - Hire and Fire Dates – Employee Action Form
- AHCCCS Reports
 - More information / data collecting

Success & Results

- Organization and Management by a Network of Programs
 - We are all learning our roles
- Improved Communication
 - Owners, POC, New Position-NEMT Clerk
- Decrease in Complaints
 - Due to fines and really sticking to Polices and Procedures
- Smoother Operations
 - Every one knows the rules and CBO is WATCHING!!!
- Safe Transportation
 - Owners are more accountable for their drivers
 - Patients are transported in Vehicles that are in Good Condition.

Conclusion

Work in Progress

Thank you.