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

  - 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 Policies 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.