



National MedTrans Network & IPA
"Transporting members to better health"

Provider Conference November 5, 2015

Opening: Greg Billing (EVP of Field Operations)

- Welcome
- Introduce NMN Management and Departments
- MLTC Carve Out 2015
- Forming of NYSMTA

Lobbyist: John & Fred

- Follow up on NYSMTA

QA Topics: Diane Fisher (Director, Quality Management)

- Driver Rudeness and Behavior
- Flow Chart of what happens when there is NO Communication from provider
- New Process of emailing for grievance information in order to get accurate information (Enhanced QA Approach)
- Handling of Dementia members

Revenue Cycle Topics: Gina Cancilla (Director, Revenue Cycle Management)

- Enhanced Billing System
- Cancel at the Door Reimbursement
- Guildnet Ambulance Fee Schedule Enhancement
- 2015 Implantations
- Guildnet Livery Mileage

New Portal: Mark Stumpf (Director, Data Analytics)

- **Provider Portal Presentation**

Overview: Corporate Compliance: Lisa Sirianni (Chief Compliance Officer)

Compliance (Code of Conduct): Carolyn Bergin (Provider Engagement Specialist)

- HIPAA
- Fraud, Waste and Abuse
- Cultural Competency
- Abuse, Neglect, Exploitation
- Privacy and Security
- Compliance Plan
- OIG Verification
- Disaster Recovery and Contingency Plan

Credentialing Topics: Jodi Woods (Director, Provider Credentialing)

- Expansion into CA and FL
- Provider Relations Dept. – Addition of Network Development/Contracting Department and Provider Engagement Specialist
- Additional Provider Application Requirements
- Submission of Credentialing and Re-credentialing Documents in a Timely Manner
- Credentialing Contact Info; Information Updates

Centerlight PACE Overview: Ron O’Grady (Director, Payer & PACE Operations)

Operations Topics: Tara Zanni (Director, Call Center Operations)

- Driver Dress Code
- Holiday Season Schedule
- Provider Question line improvements

Closing: Andrew Winakor (CEO)