Transportation Pilot:
Analysis of Utilization, Riders and Impact
All Referrals
Overview

• Alliance contracted with LogistiCare, the nation’s largest manager of non-emergency medical transportation for the pilot

• Target populations: Individuals requesting services through Alliance Call Center (initially: only Urgent callers, expanded to include Routine) and discharging from inpatient or crisis services (“After-care”) Individuals receive a ride to/from initial appointment.

• To increase utilization, Alliance also expanded the pilot population to includes members who are discharging from the ED
Overview

• Alliance has increased the number of rides available to each rider (up to 4) and expanded the scope of potential rides to include follow up appointments and pharmacy visits.

• Only Alliance staff can make referrals for pilot – once in the system members can call and schedule additional rides.

• Some exceptions made – approved by Supervisors or Director.

• Rides started November 1, 2018.
634 rides were booked by the Call Center, another 360 were After Care rides.
Utilization by Month and Cost Center Type

- 246 unduplicated riders have successfully completed at least one ride from pilot start Nov ‘18 through Oct ‘19
Monthly Trips by Success Rate

- Overall trip volume increase of 154% between the first and second 6 month period

282 total trips booked

718 total trips booked
Trips are successful when rider is transported to or from booked location.

Trip success rate increased 33 percentage points between April ’19 (44% success rate) and May ’19 (77% success rate).

Overall ride success rate has steadily increased since April 2019, and is remaining steadily over 80% for the period Jul ’19 – Oct ’19.
Overall Success Rate by Cost Center

- Trips are successful when rider is transported to or from booked location.
- No significant differences in trip success rate based on ride type.
Strategies to Increase Utilization

• Expanded target population from Urgent callers to also include Routine callers
• Offering the service to members releasing from prison
• Implemented assertive marketing strategies
• One-page overview created and sent to hospital staff and placed on Alliance intranet
• Additional Alliance staff given access to system to make referrals
• Ongoing training for Alliance staff and efforts to create awareness about pilot
Next Steps

• Continue to increase utilization of pilot; consider expansion of potential riders

• Continue to address/reduce riders who do no present for trips

• Continue claims analysis quarterly.