

1. Approximately how many inbound calls does SWIPCO receive per day related to:
 - Trip scheduling---Office 125 Atlantic Taxi--135
 - Trip changes---Office—25 Atlantic Taxi-3
 - Cancellations---Office—15 Atlantic Taxi--10
 - “Where’s my ride?” inquiries/other--Office-10 Atlantic Taxi--15
2. Are there specific times of day or days of the week where call volume spikes significantly? We tend to see call spikes from M-F 7am-8:30am 12:30-3:00
3. Does SWIPCO receive calls outside of staffed business hours, and how are those handled today? Office calls that are outside of regular days and hours (M-F 06:00-17:00) are routed to voicemail and answered on the next work day, our taxi service in Atlantic is currently self-dispatch and they answer their own calls 7 days a week (M-s 07:00-22:00 Sunday 07:00-17:00)
4. Does SWIPCO currently track, and if so what are the:
 - Average wait time--Negligible
 - Average handle time—45 seconds
 - Hold time—Holds are rare
 - Abandoned call rate--Negligible
5. Are long hold times or missed calls a concern for riders or staff today? Not at this point
6. Does SWIPCO currently send trip reminders to riders? Yes, Phone calls and Emails, but almost exclusively for pre-scheduled NEMT trips, these are done manually.
 - Phone calls
 - Text messages
 - Emails
 - None
7. Is reducing no-shows or late cancellations a priority for this project? Yes
8. Would SWIPCO prefer automated rider communications via: Both, based on rider preference.
 - Voice calls
 - SMS/text
 - Both
9. How much dispatcher time today is spent responding to routine rider calls (confirmations, ETAs, basic questions)? By definition the majority of dispatch time is spent on responding to routine calls, see question 1.

10. Would SWIPCO find value in automated notifications to riders when: [Yes, as long as the ability exists to set parameters for when notifications go out. The ability for customers to see the location of their bus may serve a similar purpose to a notification in some instances.](#)

- A vehicle is en route
- A pickup is delayed
- A trip is completed

11. Which Medicaid Managed Care Organizations or brokers does SWIPCO currently receive trips from (e.g., MTM only, or others as well)? [MTM](#)

12. How are broker trips currently received? [Portal download](#)

- Portal download
- Flat file upload
- Manual entry
- Other automated interface

13. Does SWIPCO have a preference for: [We have traditionally manually pulled batch files but would see the benefit of real time API](#)

- Real-time API-based broker integration
- Scheduled batch file exchanges

14. Does SWIPCO expect the system to send trip status updates (accepted, completed, no-show, cancelled) back to brokers electronically, or is confirmation handled manually today? [We would expect the system to have the ability to send trips statuses automatically although initially it may still be done manually.](#)

15. Are broker billing submissions currently done via:

- Flat file upload-----[Waiver clients](#)
- Portal entry----[NEMT \(non-waiver\)](#)
- EDI (837)

16. Would SWIPCO expect the new system to support standard healthcare EDI transactions (e.g., eligibility, remittance, enrollment), or is broker-specific trip and billing exchange sufficient? [Specific trip and billing exchange is sufficient, we do not deal with eligibility, enrollment, etc.](#)

17. What challenges does SWIPCO face today with rejected broker claims, duplicate trips, or reconciliation delays related to data exchange? [Our data exchange is working however our biggest issue is MTM lack of data exchange at the moment. We must upload a list of waiver trips that we have completed, those are then entered via MTM into their portal, then we must manually go into the portal and “clear” those trips, which is extremely labor intensive.](#)

18. Does SWIPCO currently submit any transportation claims directly to Medicaid or other payers, or are all claims routed exclusively through brokers? We do submit to our district for individuals who's Medicaid claims are handled by the district and not MTM, but the number of trips is very small. We primarily work with the broker (MTM) for Medicaid transportation. We do bill individuals, nursing homes and other entities for transportation.

19. Is member eligibility verification performed manually, via broker authorization, or through an electronic eligibility process? Via broker authorization as they only provide us with the trips for the members

20. Are there any anticipated changes to funding or reimbursement models that may require direct interaction with Medicaid or other payers in the future? Not at this time

21. How does SWIPCO currently manage ADA paratransit eligibility determinations, recertifications, and supporting documentation (e.g., paper forms, email, third-party system)?-----We do not currently provide ADA complimentary Paratransit. We are a demand response operation.

22. Could SWITA please further explain the exact requirements that are needed for driver slip-seating and how this would ideally function in a new automated scheduling platform? We need the ability for multiple drivers to share the same bus on a daily basis as well as easily move from one bus to another same day in the event of a breakdown ect. Currently we can easily assign drivers to multiple buses and the drivers are able to move from bus to bus with a couple simple steps while logged in.

23. Could SWITA please explain EDI capabilities and the requirement to work with MCO's (MTM)? As of right now our capabilities are just a simple batch file exchange, see previous questions.

24. What would the ideal flow look like for SWITA for importing from MTM or other MCO portals? What does this process currently look like? Staff accepts or rejects trips through the MTM portal. Trips are exported from the MTM portal and saved. (file name= Date),File type is changed to CSV instead of xlsx,Trips are downloaded to our software.Staff is going into each trip to save as MTM funded- funding is not coming through from the download. *This changed when MTM became our provider. When it was Access to Care the funding came through fine.

Ideal flow with new software

When trips are downloaded into the software the MTM funding source is attached to each trip, I would like to avoid going into each trip to manually enter the funding, MTM and the County.

Per MTM portal, this is an issue to resolve with our software

25. As part of our ongoing commitment to environmental sustainability, would you consider accepting our proposal in a digital format via email, rather than a traditional

printed copy? No, per 3.4 Proposal Preparation and submission---SWIPCO shall not receive proposals received via fax or Email.