Understanding the
MAS Transportation Provider Scorecard

A Guide for Transportation Providers

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Introduction

The **MAS Transportation Provider Scorecard** was made in conjunction with the New York State Department of Health Bureau of Health Access, Policy, and Innovation and is designed to measure transportation provider performance to ensure enrollees receive quality transportation services.

To participate in the New York State Medicaid Program, a provider must meet all applicable State, County and Municipal requirements for legal operation. In addition to the policies set forth in the **New York State Medicaid Program – Transportation Manual Policy Guidelines** (2019) and other directives related to Medicaid policy, the Medicaid Program generally expects the following of transportation providers:

- *Timely service;*
- *Rides in duration of less than one (1) hour (barring exceptions based on location or acute circumstances such as inclement weather and unexpected traffic situations);*
- *Provider employee sensitivity to the population;*
- *Courteous provider employees;*
- *Adequate vehicle staffing;*
- *Clean, non-smoking vehicles;*
- *Diligent care provided to all passengers (e.g., passenger delivered to a responsible caretaker, not dropped off alone at the curb); and,*
- *Appropriately, adequately heated and air-conditioned vehicles (i.e., heat in winter, air conditioning in summer)*

The goal of the **MAS Transportation Provider Scorecard** is to reflect these program standards along with other key areas of transportation provider performance.

As of February 2022, the **MAS Transportation Provider Scorecard** consists of three parts and are subject to change:

(1) Transportation Provider Overview – includes key parts of the transportation provider's profile and trip counts.

(2) Trip Concerns – a list of transportation provider-related trip concern types and the number of incidents.

(3) Scores and Rates – a trip concern score and reassignment trip rate and overdue unattested trip rate.

The **MAS Transportation Provider Scorecard** is easy to use and is designed to provide a snapshot of a transportation provider's performance at any given time. Data for the Scorecard is updated weekly. Therefore, results are subject to change as trip invoices and trip concerns are updated.

As of February 2022, the **MAS Transportation Provider Scorecard** is not publicly accessible. This is subject to change.

For questions about the **MAS Transportation Provider Scorecard**, please contact the MAS Field Liaison Team at field_liaisons@medanswering.com.

How to Access the MAS Transportation Provider Scorecard

To view your **MAS Transportation Provider Scorecard**, log into TP 2.0. From the dashboard, click on "Scorecard" under Reports & Reference. Note: Only transportation providers using TP 2.0 can view the newly designed TP Scorecard.

Example:
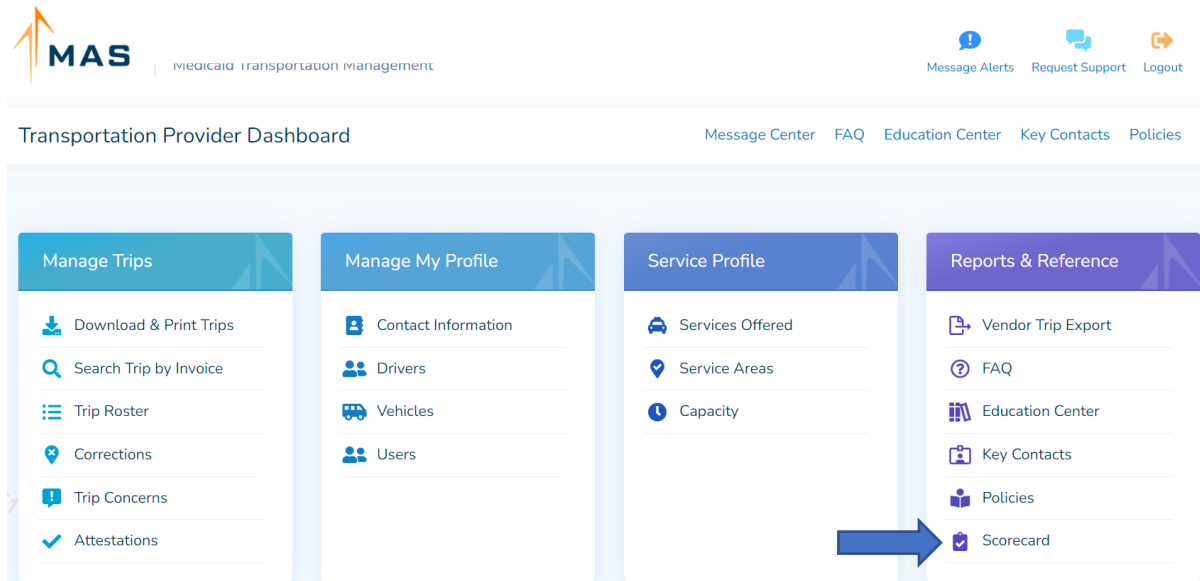
Scorecard Date Search and Exporting

Scorecard Date Search

The date search option will default to the last six months. In addition, transportation providers may search by:

➢ The last month;
➢ The last 3 months;
➢ The last 6 months; or
➢ Any date range by entering the dates manually or selecting a start and end date on the calendar.

Note: Information reflected on the Scorecard, including all totals and rates, is based on the dates entered within the Scorecard date search feature.

Example:
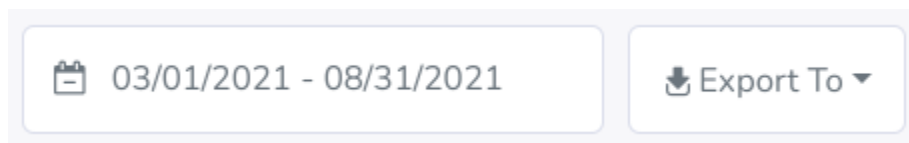
Exporting

Transportation providers may export the Scorecard to the formats listed below. The export will include information, including all totals and rates, based on the dates entered within the date search feature.

➢ A file in PDF format; or
➢ A Comma Separated Values (CSV) file.
➢ Include steps to export and screenshots.

To export the Scorecard,

1. Select **Export To** in the top right corner of the Scorecard.
2. Select "**Export as PDF**" or "**Export as CSV.**"
3. Upon completion, a link to the file will appear automatically (or check your download folder).

Example:
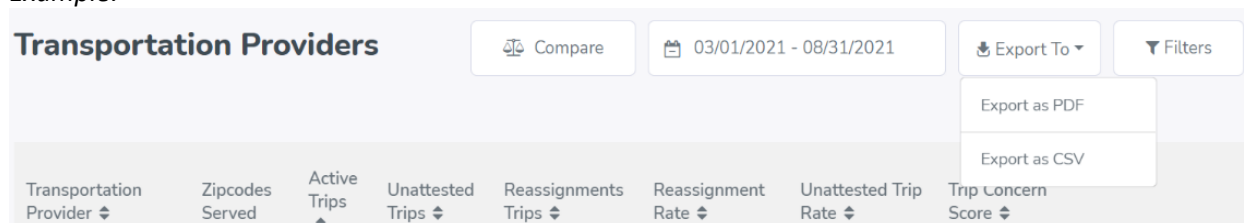
Transportation Provider Overview

Provider Since
The date in which a transportation provider's profile was added to the MAS System.

Modes Provided
A list of "active" modes of transportation according to a transportation provider's profile.

Zip Codes Served
A list of "active" zip codes served according to a transportation provider's profile.

Total Active Trips
The combined total number of trips assigned to a transportation provider that were in an active status at the time of the trip *and* trips with a trip concern regarding the transportation provider within the selected period.

Training Vendor

Provider Since:
06/10/2012

Modes Provided:
Ambulance-ALS, Ambulance-BLS, Ambulatory, Bus-Public, Bus-Roster, Reimbursement, Stretcher, Taxi/Livery, Volunteer Agency, Wheelchair

Zipcodes served:
00501, 00544, 06390, 10001, 10002, 10003, 10004, 10005, 10006, 10007, 10008, 10009, 10010, 10011, 10012, 10013, 10014, 10016, 10017, 10018, 10019, 10020, 10021, 10022, 10023, + 1965 More

Total Active Trips:	*Total Overdue Unattested Trips:*
296	172

Total Reassignments:	*Total Same Day Reassignments:*
36	4

Total Assigned Trips
The total number of trips assigned to a transportation provider within the selected period. This includes:
  - Total Active Trips; and,
  - Trips that were reassigned by the transportation provider. Note: Total Assigned Trips does *not* include trips reassigned by an enrollee, medical provider, or other.

Total Unattested Trips / Total Overdue Unattested Trips
Total number of trips that remained unattested for more than 30 days after the trip date and were designated as overdue within the selected period.

Total Reassignments
Total number of trips originally assigned to a transportation provider that were reassigned per the transportation provider's request to another transportation provider within the selected period.
  - Calculation: [# of Total Assigned Trips] – [# of Total Active Trips]

Total Same Day Reassignments
Total number of trips originally assigned to a transportation provider that were reassigned per the transportation provider's request to another transportation provider on the service date, within the selected period.
  - Calculation: [# of Total Assigned Trips on the Service Date] – [# of Total Active Trips on the Service Date]

Trip Concerns

Total Trip Concerns
The total number of transportation provider-related and closed trip concerns deemed justified by MAS during the selected period. A trip concern is deemed justified whenever there is evidence that the incident occurred or evidence to support the complaint or the transportation provider does not respond to MAS in a timely manner (i.e., within 5 business days).

Example:

Trip Concerns	Number of incidents
Charged or Requested Cash ⓘ	2
Driver Safety & Conduct ⓘ	-
Heat/AC ⓘ	1
Inappropriate Behavior ⓘ	10
Late Pick-Up or Return ⓘ	103
No Show ⓘ	131
Smoking ⓘ	-
Vehicle Accident ⓘ	2
Vehicle and Passenger Safety ⓘ	4
Total Trip Concerns ⓘ	253
Total Reassignments ⓘ	389
Total Unattested Trips ⓘ	207

Charged or Requested Cash
Concerns related to a driver or representative of the transportation provider requesting payment or cash from an enrollee.

Driver Safety & Conduct
Concerns related to a driver's behavior or driving ability (i.e., cellphone use while driving, texting while driving, speeding, and a distracted driver).

Heat/AC
Concerns related to the vehicle's interior temperature and adequate ventilation.

Inappropriate Behavior
Includes threatening, harassing, discriminatory or abusive behavior exhibited by a driver or representative of the transportation provider towards an enrollee or other passenger. Includes a discourteous or insensitive driver.

Late Pick-Up or Return
Untimely service that results in an enrollee arriving late to an appointment or missing an appointment. For returns, an enrollee must be picked up within one-hour of the scheduled pick-up time or will-call and delivered to the drop-off location within one hour (mileage dependent).

No-Show
Concerns related to the transportation provider not arriving for a scheduled pick-up.

Smoking
Concerns related to the use of cigarettes or other (legal and illegal) substances in a vehicle.

Vehicle Accident
Concerns related to when the vehicle of a transportation provider strikes or collides with another vehicle, a stationary object, a pedestrian, or an animal.

Vehicle and Passenger Safety
Concerns related to the health and safety of passengers and the condition of the vehicle (i.e., mechanical issues, vehicle cleanliness, non-smoking vehicles, adequate vehicle staffing and seatbelt availability for passengers).

Scores and Rates[1]

Trip Concern Score

Only transportation provider-related and closed trip concerns deemed justified by MAS during the selected period are reflected in the **Trip Concern Score**. While all trip concerns deserve attention and remediation and should be taken seriously, each trip concern type has been designated a weight or points per occurrence:

Trip Concern Type	Weight
Charged or Requested Cash	2
Driver Safety & Conduct	3
Heat/AC	1
Inappropriate Behavior	3
Late Pick-Up or Return	2
No Show	3
Smoking	2
Vehicle Accident	3
Vehicle and Passenger Safety	3

The **Trip Concern Score** is calculated using the following formula:

➢ Calculation: [Trip Concern Weighted Total] / [Assigned Trips]

➢ *Example: A transportation provider with 10 No-Shows (10 x 3 = 30 points), 1 Inappropriate Behavior (3 x 1 = 3 points), and 462 Assigned Trips has a 0.07 Trip Concern Score:*

33   Points / 462 Assigned Trips = .07 Trip Concern Score

Note: When using the Scorecard Date Search and reviewing Total Trip Concerns and the Trip Concern Score, keep in mind that the date is based on the trip service date (i.e., the date of the trip) and not the date that the trip concern was reported or closed.

Reassignment Rate

The reassignment rate is a percentage based on the selected period and is calculated using the following formula:

➢ Calculation: [Total Reassignments] / [Assigned Trips] x 100

➢ *Example: A transportation provider has 84 transportation provider reassignments and 277 assigned trips during a selected period. The transportation provider's reassignment rate is 30%:*

[84 tp reassignments / 193 active trips + 84 tp reassignments] x 100 = 30% Reassignment Rate

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[1] Note: Please be advised that the MAS Transportation Provider Scorecard reflects data available from the previous week. Results are subject to change as trip invoices and trip concerns are updated.

Unattested Trip Rate

The unattested rate is a percentage based on the selected period and is calculated using the following formula:

> ➢ Calculation: [Total Overdue Unattested Trips] / [Active Trips + Total Overdue Unattested Trips] x 100

> ➢ *Example: A transportation provider has 8 unattested trips and 193 active trips during a selected period. The transportation provider's reassignment rate is 3.98%:*
>
> *[8 unattested trips / 193 active trips + 8 unattested trips] x 100 = 3.98% Unattested Trip Rate*

Pie Chart

A pie chart of trip concern types and related percentages will appear whenever there is more than one trip concern incident during the selected period.

Example:

- ● No Show (30.47%)
- ● Vehicle Accident (0.78%)
- ● Late Pick-Up or Return (62.50%)
- ● Inappropriate Behavior (1.56%)
- ● Driver Safety & Conduct (1.56%)
- ● Smoking (0.78%)
- ● Vehicle and Passenger Safety (2.34%)
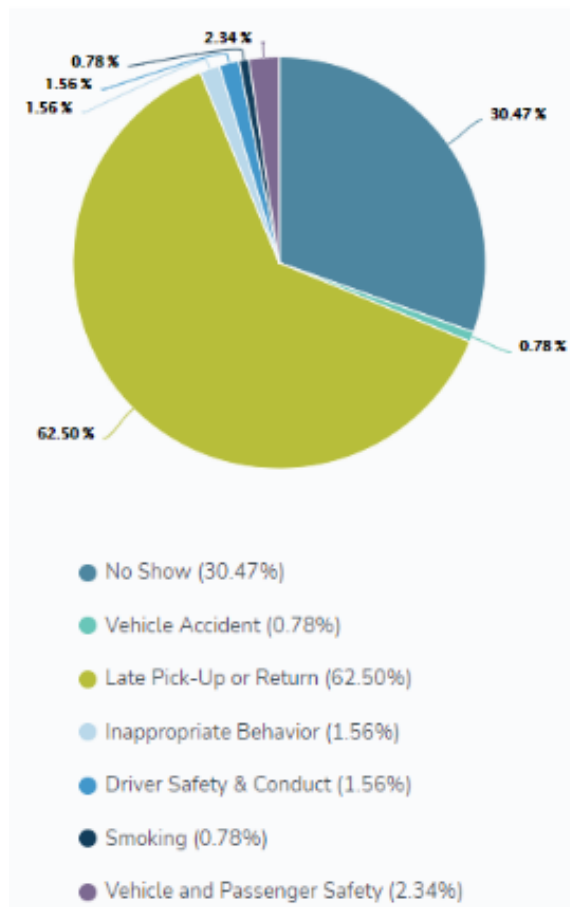
Colored Dials

Three colored dials are included to reflect a transportation provider's Trip Concern Score, Reassignment Rate, and Unattested Trip Rate.

Each score or rate includes three (3) categories, each clearly defined:

(1) **Green**: defined as average or below the average.

(2) **Yellow**: defined as one standard deviation[2] above the average.

(3) **Orange**: defined as two or more standard deviations above the average and a significant concern.

Scales are based on the average score or rate for Medicaid transportation providers in New York State (not including Long Island).[3]

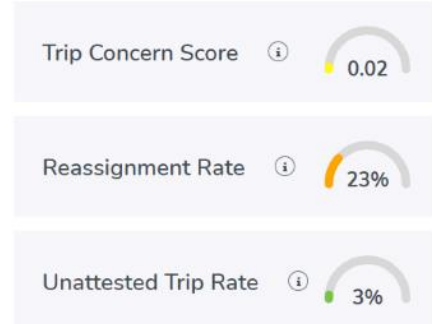|		
Trip Concern Score ⓘ		0.02
Reassignment Rate ⓘ		23%
Unattested Trip Rate ⓘ		3%

Trip Concern Score:

Color of Dial	Scale	Definition
Green	From 0.000 to 0.016	Average or Below Average/ Few or No Concerns
Yellow	From 0.017 to 0.141	More Concerns than Average
Orange	More than 0.141	Significant Concern

Reassignment Rate:

Color of Dial	Scale	Definition
Green	From 0% to 4%	Average or Below Average/ Few or No Reassignments
Yellow	From 5% to 15%	More Reassignments than Average
Orange	More than 15%	Significant Concern

Unattested Trip Rate:

Color of Dial	Scale	Definition
Green	From 0% to 13%	Average or Below Average/ Few or No Unattested Trips
Yellow	From 14% to 41%	More Unattested Trips than Average
Orange	More than 41%	Significant Concern

Note: Scales are subject to change as averages will be recalculated and updated by MAS and the NYSDOH on at least an annual basis.

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[2] A standard deviation is a universal measure of spread or dispersion of data around its center. It is the average distance of scores from the average or median. For more information, click here.

[3] Scales were calculated based on data recorded during this timeframe: 10/1/2020 to 9/30/2021. Scales will be updated on at least an annual basis by the NYSDOH and MAS.

Trip Concern Score: Average: 0.016. Standard Deviation: 0.125. Range: 0.000 to 3

Reassignment Rate: Average: 4% Standard Deviation: 11%. Range: 0% to 100%

Unattested Trip Rate: Average: 13%. Standard Deviation: 28%. Range: 0% to 100%

Frequent Asked Questions (FAQs)

1. **Who created the new MAS Transportation Provider ("TP") Scorecard?**
   a. *The MAS TP Scorecard was made in conjunction with the New York State Department of Health (NYSDOH) Bureau of Health Access, Policy, and Innovation.*

2. **What is the purpose of the TP Scorecard?**
   a. *The purpose of the TP Scorecard is to measure transportation provider performance in a consistent and uniform way and to ensure Medicaid enrollees receive quality transportation services.*

3. **How is my performance measured?**
   a. *Performance is measured by a transportation provider's trip concern score, reassignment rate, and overdue attestation rate.*

4. **How do I view my TP Scorecard?**
   a. *Log into TP 2.0. From the dashboard, click on "Scorecard" under Reports & Reference. Only transportation providers using TP 2.0 can view the newly designed TP Scorecard.*

5. **Can other transportation providers or enrollees see my TP Scorecard?**
   a. *No, not currently. The TP Scorecard is not publicly accessible. This is subject to change. Should this change, transportation providers will be notified by the NYSDOH and MAS. Note: Only users at the "Trans Provider" and "Trans Provider Super" security levels can view their company's TP Scorecard.*

6. **I looked at my TP Scorecard two weeks ago. When I looked at the same period today, the numbers were different. Why do the numbers in my TP Scorecard keep changing?**
   a. *The data or numbers in the TP Scorecard are updated on a weekly basis. Therefore, rates and scores reflected in the scorecard may change from one period to the next if there were changes in a transportation provider's trip concerns, reassignments and/or attestations.*

7. **How often are the numbers in the TP Scorecard updated?**
   a. *The data or numbers in the TP Scorecard are updated on a weekly basis.*

8. **If the TP Scorecard is a snapshot in time, what period is used to determine if my score or rates meet or do not standards (i.e., week, month, quarter)?**
   a. *While the TP Scorecard is snapshot in time, transportation providers can select the period they would like to view (i.e., the last month, the last three months, or any date range by entering the dates manually). The scales are based on the average score or rate for Medicaid transportation providers in New York State (not including Long Island) from 10/1/2020 to 9/30/21. Scales will be updated on at least an annual basis.*

9. **I have a score or rate that's orange and labeled as a "significant concern." Will my company be penalized?**
   Will the TP Scorecard impact trip volume if I do not meet standards?
   Will there be administrative actions if I do not maintain a positive rating?
   a. *No, not this time. The TP Scorecard is solely informative and will not be used punitively. This is subject to change. Should this change, transportation providers will be notified by the NYSDOH and MAS. Note: While scorecard scores or rates will not automatically trigger a corrective action plan at this time, administrative action is still possible if a transportation provider demonstrates egregious behavior or engages in fraudulent or illegal activity, or etc.*

10. **Does the scorecard affect my ability to apply for open PPOs?**
    a. *No, not this time. The TP Scorecard is solely informative and will not affect a transportation provider's ability to apply for open PPOs. This is subject to change. Should this change, transportation providers will be notified by the NYSDOH and MAS.*

11. **I do not agree with the numbers on my TP Scorecard. Who can I speak to?**
    a. *If you have concerns about your TP Scorecard, please contact your MAS Field Liaison.*

12. **I have some ideas on how to improve the TP Scorecard. Who can I speak to?**
    a. *If you have ideas on how to improve the TP Scorecard, please contact your MAS Field Liaison.*

*For more information on the MAS **TP** Scorecard, click on* *in the top right corner of your Scorecard or visit the "Education Center" on your Transportation Provider Dashboard.*