If applicable, how soon after an award will the vendor be expected to begin delivering services? Award of Services will start 07/01/2024 New Fiscal Year

Is the flat rate for destinations <25 miles paid in addition to the per-mile rate for transports <25 miles? Essentially a load fee added to the mileage rate for all trips? No, not in addition just a flat rate in town less than 25 miles or per mile.

Can you provide the average annual trip volume? Approximately 225 trips a month so 2700 trips annually

What does MU health desire in a policy for Medicaid transportation?

* + We understand that billing for medicaid trips can vary compared to generic transports:

How should we expect for trips to vary for Medicaid passengers? Medicaid rides should be arranged through MTM. If we set up a Medicaid ride due to fact the ride was declined by taxi companies through MTM – then the Medicaid rate should apply for the case or a set standard Medicaid rate negotiated with the contract proposal.

* + Will we be required to bill this ride separately to MU Health?Only if we set up the ride.
	+ Will we be required to bill this ride to another agency?No
	+ Will we be expected to provide additional licensure to provide Medicaid transports? Not at this time.
	+ How many rides does MU Health anticipate to be Medicaid passengers? Do not have historical data to share with this. We setup most Medicaid rides through MTM Medicaid contractor.

How many trips will require car seats for children? There is a very small volume annually. No specific historical data.

Do you have specific data on the ridership by passenger count (family transports, single riders, rider +1, etc.)? No historical data. This is a small volume – but occurs occasionally with pediatric patients and their families -parents, siblings. The expectation would be that this is a flat rate as riders are going to same single location.

Do you have specific data on ridership demographic by mobility accomodations (no accomodations needed, walker, wheelchair, power chair, stretcher, bariatric, etc.)? No historical data on demographics. Able to accommodate manual w/c and walker in taxi and have w/c taxi available for use.

With respect to trip volume, can you provide any historical data? Approximately 225 trips a month

* + If there is historical data, can you provide average trip length? No historical data – around 150 trips a month in Columbia area and another 75 on average to areas outside of Columbia – Jefferson City, Booneville, Hartsburg, Moberly but also have trips at farther distance like Springfield, Rolla, Herman etc

Is there currently a contract for this solicitation? No

* + If so, who is the current contractor?N/A
	+ If so, what are the current rates for trips? N/A

How will trips be received? Phone call communication by hospital staff.

Will trips be scheduled the day before, week before, or are contractors expected to respond immediately to sudden demand?

* + If this is a true demand response structure, how soon is a contractor expected to arrive to take a trip? Most trips are scheduled same day. Contractor is scheduled to arrive within 30 minutes of need for transport unless different time is designated and agreed upon.

What percentage of trips are estimated to require WAV trips? Around 3-5 a month.

Are you open to alternative pricing?

* + i.e. Trip minimum (load rate) + per-mile rate (regardless of mileage) We will take all pricing proposals – want a standardized pricing schedule with the contract.

Has this program been operating historically? If so, can you provide the average annual trip volume? No

What vendor has been operating this program historically? N/a

Can you provide a copy of the current contract for this program? N/a