



SFY 2020 Annual Report

1.3.4.9.3 Performance Measures for Education and Training

a. The Broker shall inspect 100% of Network Transporters at least annually for compliance with Driver and Vehicle Standards identified in Sections [1.3.2.5](#), [1.3.2.7](#), and Special Contract Attachments 3.1.1 and 3.1.2. The Agency may grant a waiver to the Broker for NEMT Transporters who have low or no utilization during the previous year.

In accordance with Section 1.3.4.9.3.a – Performance Measures for Education and Training, Access2Care has completed 100% of inspections for the Iowa Network Transporters for compliance with Driver and Vehicle Standards as identified in Sections 1.3.2.5, 1.3.2.7, and Special Contract Attachments 3.1.1 and 3.1.2 for all NEMT Transporters with trip activity more than the low monthly average or no utilization during the previous year. During the prior year, no corrective action plans were issued for NEMT Transporters in the Iowa Transportation Network.

b. The Broker shall, at a minimum, provide a one-hour CSR staff training quarterly.

In accordance with Section 1.3.4.9.3.b - The Broker shall, at a minimum, provide a one-hour CSR staff training quarterly.

In all cases Access2Care strives to provide the safest and most efficient medical transportation to all eligible Iowa Medicaid Members. We believe we have succeeded in bringing increased value to Iowa Medicaid Enterprises through our proven transportation services with our Client Sensitive, Agency Efficient, and Provider Friendly broker model for transportation services.

Access2Care's Member Service Center provides an extensive list of ongoing training courses for experienced staff as well as new hire training and compliance-based training. The majority of the training includes virtual content. New hire training is also moving to virtual training due to the ability to capture data relative to training and to re-use modules for additional training and coaching purposes as employees gain experience or need refreshers in any given area.

During 2020, 6897 courses were completed collectively by our Member Service Center Staff. This results in approximately 2,644 hours of training courses, including but not limited to requirements for Compliance, Safety, Security, Communications (Member Service modules), Medicare specific training, various other trainings as prescribed based on needs and, due to the issues in 2020, COVID related safety training.

We trained 395 new agents during 2020. Our new hire training consists of 4 days of systems training, which is not reflected in the amount of time listed above. In mid-October 2020 we add 5 days of soft skills and role playing, which doubled our new hire training program. This adds an additional 8,690 hours of system training for 2020 new hires and 1,477 hours of soft skills training.

This brings our total training time to 12,811 hours of training in 2020.