

Health Plan of San Mateo South San Francisco, Calif.



The Customer

Health Plan of San Mateo (HPSM) is a county organized, managed care health plan that provides healthcare benefits to approximately 85,000 underserved residents of San Mateo County. Members of HPSM receive benefits through Medi-Cal; CareAdvantage; Healthy Families; Healthy Kids; and, HealthWorx. Among the benefits offered by HPSM is a transportation benefit for its CareAdvantage Plan members. The benefit was initiated in 2008.

The Challenge

Following a significant increase in the annual number of one-way rides it was providing to its CareAdvantage members, HPSM began experiencing a high volume of calls related specifically to ride request authorizations, changes, cancellations, complaints and other inquiries. Due to its criticality in providing access to primary care services, HPSM could not discontinue the transportation benefit, nor could they continue to manage it in-house due to the added strain on its administrative resources. As such, HPSM needed to find an NEMT management company to administer the benefit.

The Solution

ALC's Coordinated Transportation Model

With ALC, healthcare organizations can focus on what they do best – providing healthcare services, all without the hassle of having to manage transportation benefits. The ALC Coordinated Transportation Model offers the flexibility to transport any qualifying member requiring non-emergency medical transportation, whether they require ambulatory, wheelchair, or gurney service. Through the use of its proprietary reservation and dispatch system ALC is able to improve the quality of service for any healthcare organization's transportation benefit – ultimately leading to happier and healthier members.

The Result

HPSM selected ALC based on its competitive pricing, operational model and capabilities, commitment to quality, experience and positive references. HPSM transitioned all functions of its transportation benefit administration to ALC on November 2, 2009. The service transfer was closely monitored by both HPSM and ALC to ensure a smooth transition.

Among the advantages afforded by ALC is its extensive pre-screening of drivers prior to selection, including background and drug testing. Once drivers are selected by ALC, they are fully trained on all applicable safety standards. To serve HPSM's CareVantage Plan members, ALC leverages a combination of fully integrated contracted drivers, including local taxi and PUC-licensed vehicles, to meet the diverse needs of its passengers.

By The Numbers

97% – On time performance
0.29 – Complaints per 1,000 trips

What They're Saying...

"ALC has done a good job of administering the transportation benefit for our CareAdvantage Plan members. Since we began working with them, they have both efficiently, and cost effectively, provided us with a critical service that gives our members access to the medical services they need to maintain their health and wellbeing. Their drivers are polite and courteous to our members, and the organization as a whole, from sales to customer service, displays professionalism in working with our organization."

Rosemary B. Stuessy
Project Specialist
Health Plan of San Mateo

Health Plan of San Mateo



The ALC Difference

A reputation built on 50 years of transportation management and customer service has given ALC the foundation to develop a cost effective, NEMT model that allows healthcare organizations to focus on what they do best – providing healthcare services, all while continuing to provide high quality transportation benefits to their members.

Experience the difference for yourself.

There is a Better (Proven) Way

ALC's Coordinated Transportation Model offers a cost effective solution designed to help you off-load the time and resource commitments of administering your current member transportation benefits, or add transportation benefits, without incurring additional costs, and in most cases, reducing your existing costs.

Fewer Complaints

ALC has fewer complaints than anyone in our industry. Period. With a documented 97% on time performance record and an average of 0.29 complaints per 1,000 trips, an ALC partnership assures complaints will decrease over time.

Happy, Healthier Members

When high-quality, reliable transportation is provided by a healthcare organization, the overall cost of healthcare can be reduced because members are able to better access the healthcare services that keep them well, including regular visits to their physician for check-ups, vaccines and other preventive care. It's a win-win solution for healthcare organizations and their members.

Utilization Management and Reporting

ALC can help healthcare agencies better manage and budget their transportation benefit by providing real-time updates on the number of trips provided month-to-date. These reports can be provided on a daily, weekly or even monthly basis depending on the healthcare organizations specific needs. ALC can also work with the healthcare agency to determine a schedule of services that meet budgetary requirements and trip quotas, while providing a high-level of customer service.

We Deliver a Worry-Free Transition

ALC guarantees a worry-free transition. ALC is able to provide quick and easy implementation, robust reporting with measurable results and all within the first 30-days.

"Right Sizing" the Vehicle

ALC's model offers you the flexibility to transport any qualifying member requiring non-emergency medical transportation, whether they require ambulatory, wheelchair, or gurney service. ALC accomplishes this by "right sizing the vehicle." Partnering with certified local for-hire transportation service providers, ALC ensures that the appropriate vehicle is available to meet the needs of the organization and its members, whether it is a sedan, wheelchair accessible van, litter van or ambulance.

Don't just take our word for it...ask our customers!

www.AmericanLogistics.com

About American Logistics Company

American Logistics Company (ALC) is a national passenger transportation management company serving transit agencies, school districts and the healthcare industry. ALC leverages proprietary transportation management and route optimization technology to manage dedicated and non-dedicated vehicles across the United States, providing high quality, innovative transportation services that raise the bar for efficiency, cost-effectiveness, driver safety and accountability. ALC's innovative transportation solutions also contribute to an overall reduction in the carbon footprint of any transportation program, due to a reduction in the size and number of vehicles required.



AMERICAN LOGISTICS COMPANY

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