



Memorandum

TO: Tim Weltzin, Program Integrity Manager, IME

FROM: Chad Barr, Executive Vice President of Operations, TMS

DATE: February 16, 2011

RE: Automated Scheduling Announcement

As of February 16, 2011 TMS Management Group, Inc. is pleased to announce the addition of an Automated Scheduling feature to the menu of services available to Iowa Medicaid members for non-emergency medical transportation service. This Automated Scheduling feature is available twenty four hours per day, seven days per week over TMS's toll free Reservations line (866-572-7662) dedicated for the use of Iowa Medicaid Members. All Iowa Medicaid Members may use this system to confirm or cancel non-emergency medical transportation which has already been scheduled on a prior occasion via TMS's Iowa Call Center. Using each Member's Medicaid ID Number, the caller may reach the Automated Scheduling feature and confirm the date and time of a scheduled ride or rides that were previously scheduled in the Member's name. Likewise, if the Medicaid Member no longer wishes to utilize the transportation to the appointment for any reason, the transport may be cancelled using the same process.

This system will provide Iowa Medicaid Members with access to the date and time of a scheduled vehicle pick up time, twenty four hours per day, seven days per week. It will also assist Iowa Medicaid Members utilizing the volunteer mileage reimbursement program with confirmation of scheduled future trips which will help streamline the mileage reimbursement process for all Medicaid Members. This feature will assist Iowa Medicaid Members in tracking the trips that are scheduled for later reimbursement.

In addition, TMS's Automated Scheduling feature will place automated telephone calls to Iowa Medicaid Members the evening before a scheduled transport to medical appointment alerting the Member to the fact that a trip is on the schedule for the following day. All Members scheduled for private vehicle transport will be notified via these phone calls, and it will confirm and remind each Member of the appointment scheduled for the next day.