

Efficiency in End-to-End Transportation Management for Patients and Their Families

Clarification Questions – November 14th

~Does transportation of patients and families need to be within Shelby County or outside?

There are some transportation requirements outside of Shelby County. For example, one current shuttle loop moves between sponsored housing within the Medical District and facilities within South Haven, MS. Future agreement primarily covers trips within 35-mile radius of Memphis.

~What is potential rate structure?

Likely fixed, one way per trip rate including patient and one (1) caregiver. Open to other cost structures if they can be easily defined, projected, tracked and audited.

~Are there additional charges for larger families, special transportation, etc.?

Yes, for wheelchair services and add-on passengers

~What is the estimated annual of trips?

Current annual approximation include 260 Kroger Shuttles, 4,450 Airport shuttles, 6,026 local transports within 35 miles, and around 1,000 cab trip after hours

~Are trips round trip or one way?

Both

~Do you have an expectation of volume for Saturdays, Sundays and Holidays?

Average is 10-15 on weekends. No expected service on holidays.

~What are the insurance requirements?

Automobile and comprehensive professional liability insurance not less than \$1.5M per occurrence and \$4M in aggregate

~Information on reimbursements through TennCare?

The primary institution sponsoring this category does not work through TennCare; other institutions who have expressed interest in meeting the finalists are reimbursed through TennCare.