

Partnership Between Non-Emergency Medical Transportation and Mobility Management



Population Demographics and NEMT Industry Statistics

\$8 BILLION AND GROWING

Non-emergency medical transportation industry (Medicaid and non-Medicaid)

22%

Percent of US population over the age of 65 by 2040

78%

Americans over the age of 55 who have a chronic condition that require ongoing medical visits

3.6 MILLION

Medical appointments missed or delayed each year due to medical transportation issues



Overview of Medicaid



Centers for Medicare and Medicaid (CMS)
Federal Medicaid agency

Connecticut Department of Social Services (DSS)
State Medicaid agency

Administrative Services Organization (ASO) Model: Connecticut's Blueprint for Medicaid

Three (3) ASOs:

1. Medical
2. Behavioral Health
3. Dental

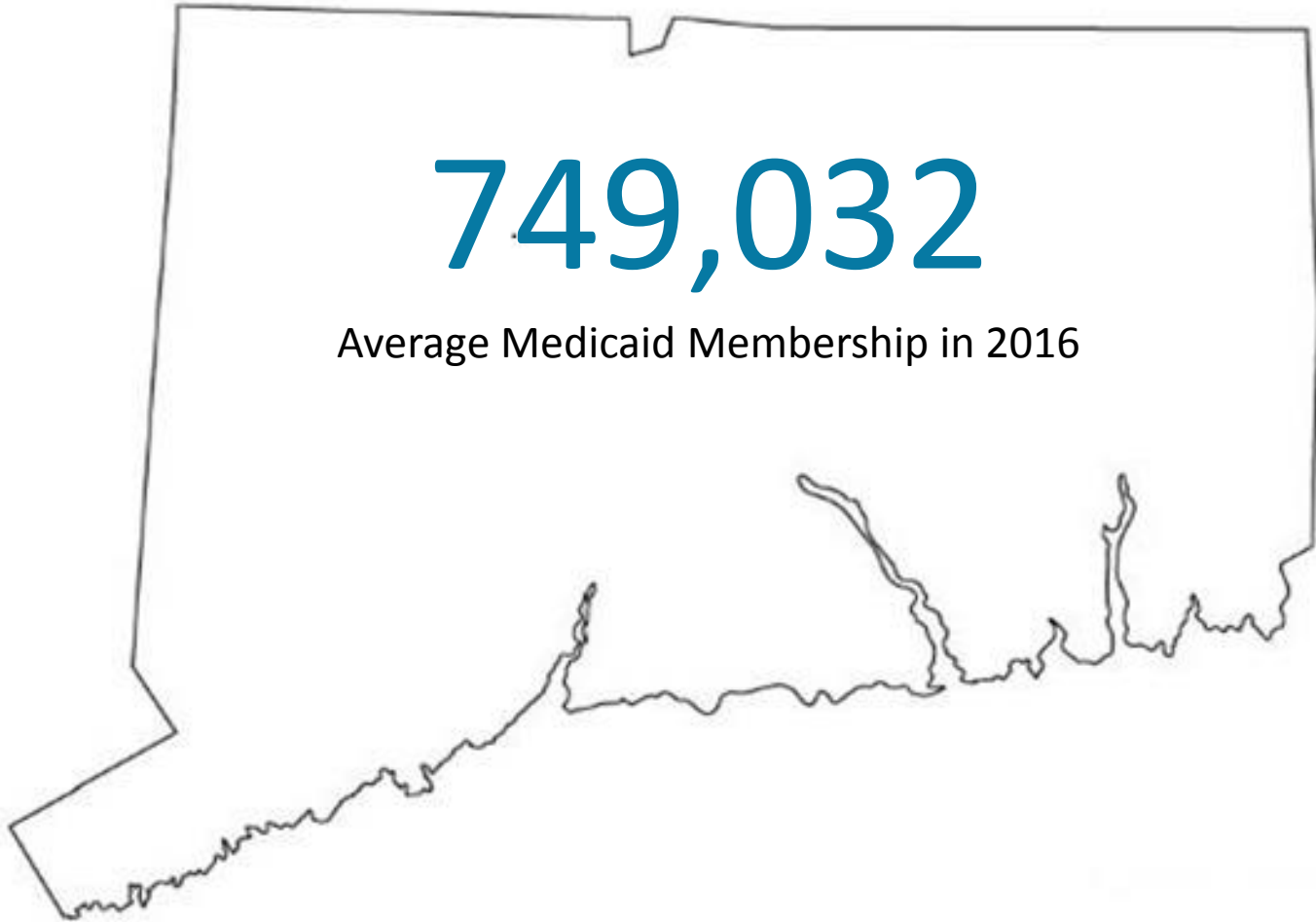


**Non-Emergency Medical Transportation (NEMT)-
was an ASO but now the State is implementing a
model where broker is at-risk, termed Per Member
Per Month or PMPM*

Medicaid Members in Connecticut

749,032

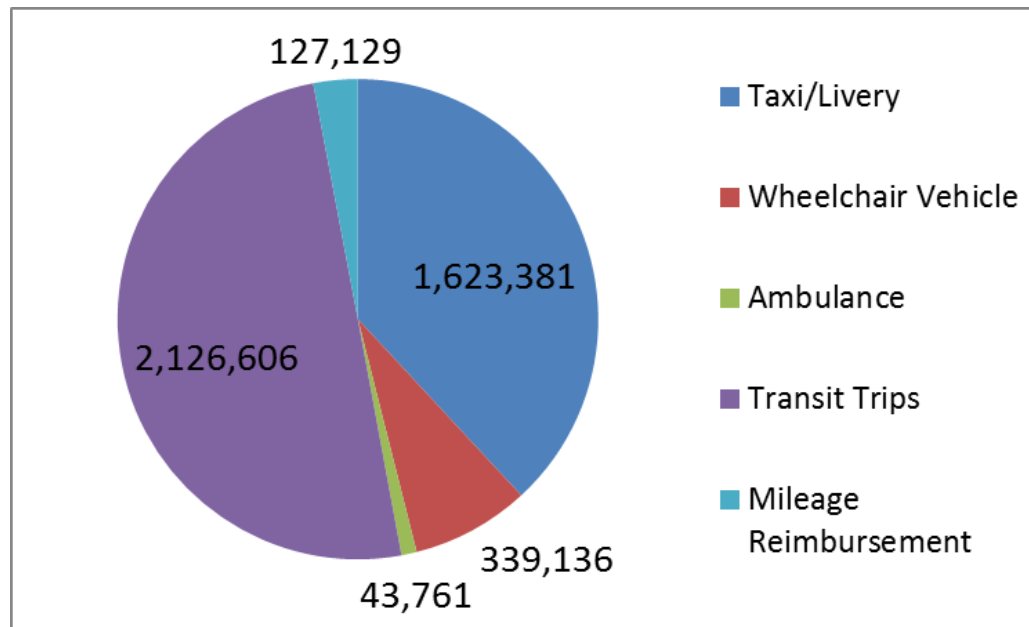
Average Medicaid Membership in 2016



CONNECTICUT NEMT TRIPS BY MODE-ANNUAL

NEMT TRIPS (July 2015-June 2016)

Taxi/Livery	1,623,381	38%
Wheelchair Vehicle	339,136	8%
Ambulance	43,761	1%
Transit Trips	2,126,606	50%
Mileage Reimbursement	127,129	3%
TOTAL TRIPS	4,260,013	100%



Source: CT DSS NEMT RFP 2016-data provided by current contractor

LA Coliseum Seating Capacity:
93,000



NEMT Trips Taken on Mass Transit in Connecticut
FFY 2015:
2,126,606



Challenges in the Medicaid NEMT Industry

- Increased Medicaid enrollment
- Program changes
- Increased Member awareness of transportation benefit
- Diverse trip purposes:
 - Dialysis
 - Chemotherapy
 - Pharmacy
 - Adult day health
 - Methadone clinics
 - After school behavioral health programs
- Unique trip factors
 - long distance
 - specialized vehicles
 - rural locations



Traditional NEMT Broker Model

One Stop Shop For NEMT Services

- Contact Center(s)
- Provider Relations-Manages Contracted, Credentialed Provider Network
 - ✓ **Public Transit**
 - ✓ Volunteer Drivers
 - ✓ Mileage Reimbursement
 - ✓ Taxi/Livery
 - ✓ Ambulance
 - ✓ Ridesharing Companies
- Quality Assurance, Compliance and Reporting
- Technology
- Project Management
- Finance



Connecticut Transit Districts and NEMT Broker

Working Together for Success

- Keep lines of communication open
- Broker Transit Pass Program
 - Transit Pass Unit
 - Checks for eligibility
 - Medical staff to determine medical necessity
 - Processes Member requests for bus passes
 - Purchases bus passes from transit districts
 - Distributes and tracks bus pass usage



New Role in Connecticut's NEMT Program

Senior Manager of Outreach/Ombudsperson

- Promotes Member choice whenever possible
- Design and implementation of an **Education and Outreach Plan** for Members, transportation providers (including transit districts), human service agencies and healthcare centers
- Ensuring complaints are recorded, tracked and resolved within program requirements
- Coordinating resources (staff, time, information)
- Utilize all methods of communication-program website, social media, hard copy materials, in-person seminars/meetings

Promotion of Public Transit in NEMT Program

- Partnership with Transit Districts
- Outreach Plan
- Members, Transportation Providers, Human Service agencies and Healthcare Facilities
- In-Person meetings and educational seminars
- NEMT program website
- Webinars
- Hard copy materials
- Social media
- Connection to Transit-Supportive Services
 - Travel Training
 - PT 101

New Development in NEMT



What is E-Hailing and What are TNCs?

E-hailing is when a Member or Care Coordinator hails a vehicle using an app or other online platform and a vehicle is immediately dispatched for Member pickup.



Transportation Network Companies (TNC) Operate using an online platform that allows entrepreneurial drivers to find passengers who are seeking one-way rides. Drivers are 'hired' to provide transportation service.

Examples of TNCs: (Uber and Lyft)

TNCs as NEMT Providers: Factors to Consider

- Factor #1: HIPAA Compliance & Protected Health Information (PHI)
- Factor #2: Passenger Safety
- Factor #3: Oversight of Providers
- Factor #4: Reporting & Compliance
- Factor #5: Continuity of Care

What Role Will E-hailing and TNCs Play in NEMT?

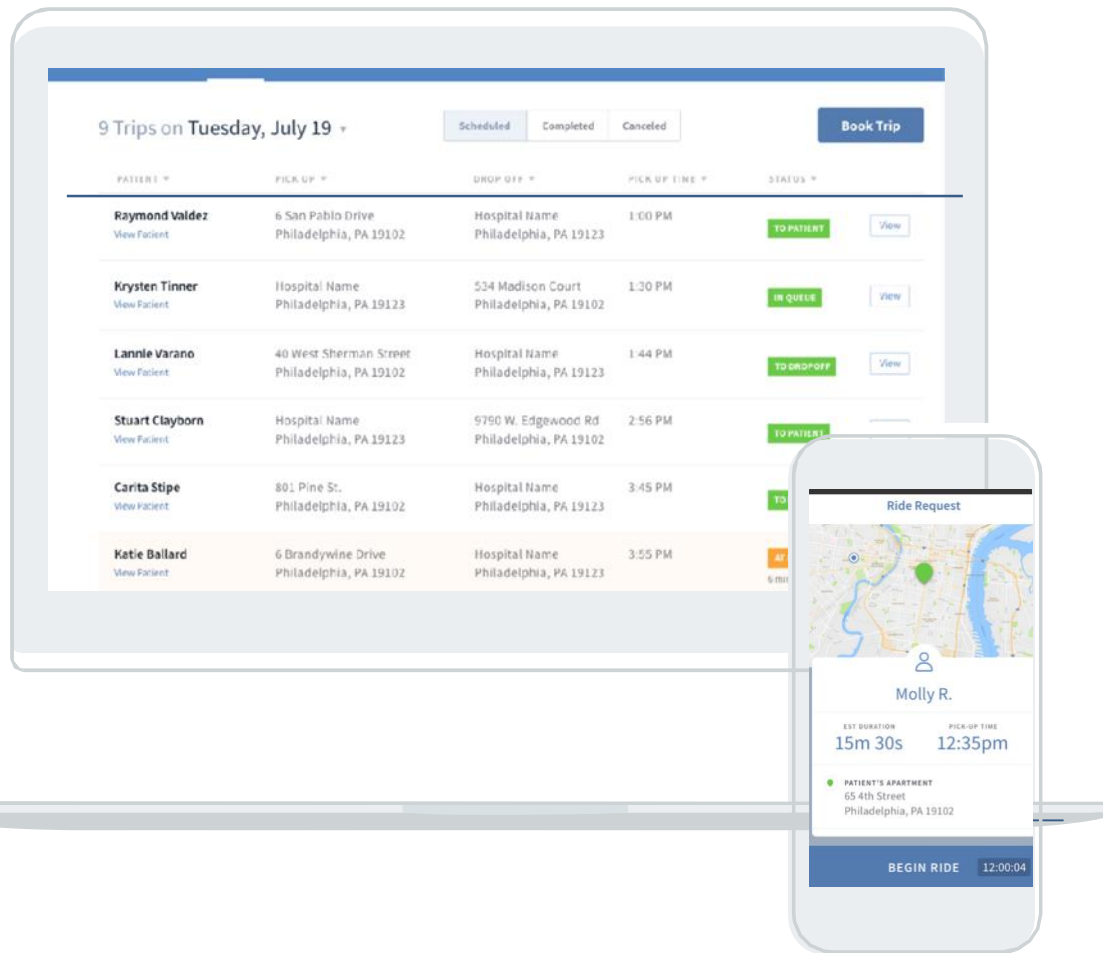
Some NEMT program managers and hospital/healthcare systems are implementing pilot programs with TNCs to allow eligible riders and healthcare facility staff to request **on-demand** NEMT services.



Stay Tuned....

HOW COULD ON-DEMAND TECHNOLOGY WORK?

Example in development



Web portal for Member or delegate to securely schedule and monitor trips



Mobile app to connect trips directly to drivers with navigation



Online customer rating system increases transparency and accountability and realigns driver incentives with the Member

Thank You for Your Time!

Q_{uestions} & A_{nswers}

Presenter Contact Information

Danielle Herbert, Regional Mobility Manager

North Central Regional Mental Health Board

info@waytogoct.org

www.waytogoct.org

Margaret Mixon, Business Development Director

Coordinated Transportation Solutions

mmixon@ctstransit.com

www.ctstransit.com