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FIGHTING SENIOR POVERTY THROUGH LAW



Medicaid Non-Emergency Medical Transportation: An Overlooked Lifeline for Older Adults

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Justice in Aging is a national organization that uses the power of law to fight senior poverty by securing access to affordable health care, economic security, and the courts for older adults with limited resources.

Since 1972 we've focused our efforts primarily on populations that have traditionally lacked legal protection such as women, people of color, LGBT individuals, and people with limited English proficiency.

Amber Christ, Justice in Aging
Senior Staff Attorney (and Cubs fan)



- All on mute. Use Questions function for substantive questions and for technical concerns.
- Problems with getting on to the webinar? Send an e-mail to kcohens@justiceinaging.org
- Slides and a recording are available at justiceinaging.org/resources-for-advocates/webinars/
- See also the chat box for this web address.

Today's Discussion

- Consumer Experience
- NEMT Basics
- Brokerage Model
- Challenges/Recommendations
- Discussion

Sheila's Experience



The Need

- Estimated 3.6 million Americans miss or delay medical care because they cannot access NEMT
- Lifeline for older adults
 - Vision impairments, changes in cognition, and physical changes reduce ability to drive or use public transportation.
 - More medical appointments
 - Reliance on LTSS to remain living in the community
 - Risk of isolation

Medicaid NEMT Defined

The State Medicaid Agency (or its delegated entity)

- Must ensure necessary transportation to and from providers
- Use the most appropriate form of transportation; and
- Include coverage for transportation and related travel expenses necessary to secure medical examinations and treatment

See 42 U.S.C. § 1902(a)(7) , 42 CFR 431.53, and CMS's, *Medicaid Non-Emergency Medical Transportation Booklet for Providers*, <https://www.cms.gov/medicare-medicaid-coordination/fraud-prevention/medicaid-integrity-education/downloads/nemt-booklet.pdf>

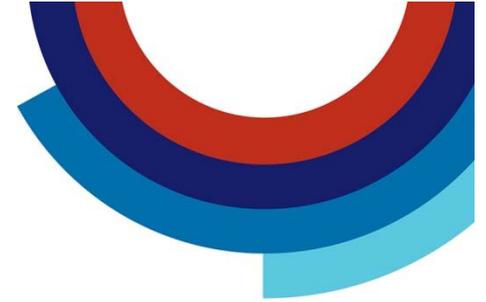
Authorized Vehicle Types

- Wheelchair vans
- Taxis
- Stretcher Cars
- Bus
- Other, as deemed appropriate by the State Medicaid Agency

Spending and Return on Investment

- 1.5 billion spent on NEMT in 2013
 - While significant, represents just 1% of total state and federal Medicaid expenditures
- Florida study found access to NEMT totaled an 11:1 return on investment

Center for Consumer Engagement in Health Innovation



- Community Catalyst advocates for high-quality, affordable health care for all
- Networks in over 40 states
- The Center focuses on advancing the role of consumers in efforts to improve payment and delivery with a focus on vulnerable populations



Andi Mullin

Senior State Advocacy Manager
The Center for Consumer Engagement
In Health Innovation (The Center)



How Does a Brokerage System Work?

- Brokers operate in the transportation space like Managed Care Organizations (MCOs) operate in the health care space
- A state or MCO contracts with a broker
 - Usually paid a capitated fee for a geographic area
- Enrollee goes through the broker to arrange a ride
 - Brokers do not actually transport consumers themselves
 - Contract with local transportation providers
 - Broker functions as a call center and gatekeeper to services
- Largest broker of NEMT in the US is LogistiCare, LLC
 - Pioneered the broker model
 - Operates in 39 states and DC

Problems & Solutions: Accessing timely, competent services

- Medicaid Enrollees Across States Report Similar Challenges
 - Struggles to make appointments
 - Discourteous and/or untrained customer services reps and drivers
 - No shows
 - Late pick ups
 - Inappropriate vehicles
- Negotiate Stronger Contracts
 - Strict benchmarks and performance requirements
 - Link performance with progressive penalties, up to and including termination of contracts

Problems & Solutions: Lack of Data on Broker Performance

- Develop a Dedicated NEMT Complaint Reporting System
 - Could incorporate this into the Beneficiary Support System, which will soon be required of states that provide Medicaid managed care
- Share transportation data in a transparent manner with stakeholders
 - Data should not be proprietary
 - Should be shared with the state monthly and with stakeholders at least quarterly

Problems & Solutions

Little Oversight of NEMT

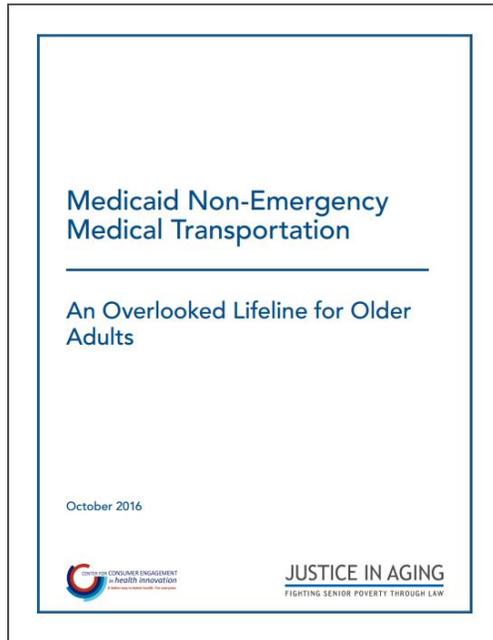
- Little to no federal oversight of state activity, state oversight of broker or health plan's delivery of benefit, or health plan's oversight of the broker (where applicable).
 - Federal level - update guidance on NEMT
 - State Level - fund and invest in NEMT oversight entity
 - Plan Level - clear reporting and monitoring requirements in contracts/review of complaints/grievances

Problem & Solutions

Access in Rural Areas

- Fewer overall transportation options, low supply of NEMT providers in rural areas, and low supply of specialty vehicles
 - Vermont Example: state contracts with 12 separate providers; state monitors the providers, but providers manage the delivery of services
 - Form a subgroup of rural consumers, providers, advocates, and state Medicaid directors to identify solutions

Download the Brief!



<http://www.justiceinaging.org/wp-content/uploads/2016/11/NEMT-Medicaid-Transportation.pdf>

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