

NEMT Member Discussion Group Minutes

Date: 5/25/2011

Time: 10:30 AM-2 PM

Dial In: +1-888-727-6732 **PC:** 810486

Location: MaineCare Services, Room 1A

Meeting Facilitator: Katie Rosingana

Purpose: NEMT Discussion and Feedback

Overview:

- 1) Introductions and Meeting Objectives
- 2) Updates
- 3) Overview of NEMT Redesign Initiative
- 4) Performance Standards and Quality Improvement
- 5) Parking Lot for Future Discussions

Attendees:

MaineCare Members		CIMaine	Interpreters		
Reid Douty	MaineCare Intern	Chris Rusnov	MEJP	Linda Kinney	Muskie School
Personal Care Attendant		Nadine Edris	Muskie School	Dot Theriault	
Katie Rosingana	Muskie School	Michelle Probert	MaineCare	Shannon Martin	MaineCare

Minutes:

Introductions and Meeting Objectives

- Discussion Group Goals

Updates

- Managed Care Project Update
 - ✓ DHHS is still internally researching options for a model

Overview of Non-Emergency Medical Transportation (NEMT) Redesign

- What are MaineCare's transportation services?
- Concerns collected from members last fall
- Concerns collected from Managed Care Member Standing Committee(MSC) meetings
- Maine's current transportation system
 - ✓ Types of non-emergency medical transportation used
- NEMT background
 - ✓ Centers for Medicare and Medicaid (CMS) rules
- How changes will improve transportation services for MaineCare members
 - ✓ Better able to get to medical appointments after hours and weekends
 - ✓ Better able to get to medical appointments that need to happen on the same day or the next day
 - ✓ One phone number to call for all Medicaid covered transportation services
- Three main goals of redesigning the non-emergency medical transportation system
 - ✓ Follow CMS rules
 - ✓ Receive full federal match for transportation services
 - ✓ How an at-risk brokerage system works



- Target timeline
- Brokers in other states
- Why is DHHS looking into this model?
- What are types of transportation that members will still be able to use?
- Who will still be eligible for transportation services?
- Other DHHS covered services and transportation
- Provider concerns
- How will changes affect MaineCare members?

Performance Standards and Quality Improvement

- Possible quality measures for broker to meet
- Possible rewards and penalties based on how well the broker meets quality measures
- Feedback from members:
 - ✓ More leeway on what late means for picking up in rural areas
 - ✓ 1% -2% trips late, not 5%
 - ✓ More strict late times for pick up (maybe 5 minutes or not at all)
 - ✓ On time 100% of the time
 - ✓ Rural/urban considerations for pick up/drop off
 - ✓ Cushion for pick up can be up to an hour
 - ✓ 3 hours too long to wait for a pick up at hospital after discharge
 - ✓ 1.5- 2 hours to wait for a pick up after hospital discharge- different for urban than rural
 - ✓ Define bad weather when talking about trips missed
 - ✓ Drug testing for professional drivers
 - ✓ Driver needs to have the member's contact information
 - ✓ Driver should have to wait for 5-10 minutes for members
 - ✓ Member should be required to call the driver if they will be late
 - ✓ Paid drivers need to get permission from broker to contact a late member but volunteer drivers do not need permission from the broker
 - ✓ Additional trip length can be 30 minutes longer than the trip actually takes if other members are sharing a ride- longer in rural (an hour) than urban areas
 - ✓ Define what members left in vehicle without driver means

Parking Lot for Future Discussion

- Zoom busses (Biddeford to Portland) to be explored as part of Medicaid system
- Members can contact legislators to talk about expanding public transportation in Maine
- Transportation should be approved for members to access Peer Centers and other important services (grocery shopping, prescriptions pick up, and so on)
- Process needs to improve to help speed up reimbursement to drivers
- Bus passes for unlimited use should be for members in areas other than Portland
- How do people get reimbursed for transportation?
- People with disabilities and seniors should have easy access to public transportation
- Need more volunteer drivers (increase mileage reimbursement)
- Allow volunteers to take more than 1 member at a time
- Broker will need to have extra staff for call center busy times

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Open Action Items			
<u>Action</u>	<u>Assigned to</u>	<u>Due Date</u>	<u>Status</u>
Do changes to include access to peer centers need to be addressed at the state level or federal level?	Michelle Probert	6/10/11	Needs attention
Define bad weather when talking about trips missed	Michelle Probert	6/10/11	Needs attention
Define what members left in vehicle without driver means	Michelle Probert	6/10/11	Needs attention

All documents and materials concerning the Non-Emergency Transportation (NEMT) Redesign Initiative reflect MaineCare's current thinking and are subject to change. No materials on the NEMT web page, distributed and discussed at meetings or sent in emails or mailings are binding in any way concerning the future procurement process.