



FOR DISCUSSION
DRAFT
PURPOSES ONLY

MaineCare Non Emergency Medical Transportation System Redesign

MaineCare Member Discussion Group

May 25, 2011

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html

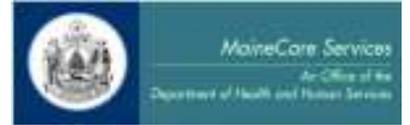
All documents and materials concerning the NEMT project reflect MaineCare's current thinking and are subject to change. No materials on NEMT web page, distributed and discussed at meetings or sent in emails or mailings are binding in any way concerning the future procurement process.

Agenda



- Welcome & Objectives 10:30 - 10:40
- Overview of the Transportation Redesign Initiative 10:40 – 12:00
- Lunch Break 12:00 – 12:30
- Transportation Quality Measures 12:30 – 1:45
- Updates, Wrap-Up and Take-Away's 1:45 – 2:00

Discussion Group Goals



- Talk about the Non-Emergency Medical Transportation (NEMT) project and reasons behind it.
- Talk about goals of the project.
- Talk about the current MaineCare transportation system.
- Talk about the plan for changing the current system.
- Get members' thoughts about the system as it is now and about plan for a new system.
- Get members' thoughts about how to measure the quality of the new system.

The presentation from today's focus group will be posted to the NEMT Redesign website, along with a summary of feedback and questions we receive:

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html

What are MaineCare's transportation services?



- MaineCare's Non-Emergency Medical Transportation (NEMT) services are used by MaineCare members.
- Members use them for rides back and forth to the doctor and other MaineCare covered services.
- These services are used when a MaineCare member does not have any other way to get to the appointment on her own.



Transportation and Maine's Managed Care Project



- Part of what we talked about with Managed Care was if transportation services would be managed.
- The MSC (and other MaineCare members) talked about problems with the transportation system.
- The state did not include transportation as part of the Managed Care Project (A lot of states keep transportation separate from Managed Care).
- As we now consider other Managed Care options, we still need to talk about problems with transportation.
- We will be getting back together later to talk more about Managed Care.
- We are changing MaineCare's current transportation system soon.



Concerns about Transportation



There were many concerns about transportation over the course of work on Maine’s Managed Care Initiative.

Feedback from Listening Sessions:

- Members appreciate being able to use transportation services.
- Members in some regions have complaints such as:
 - Members left stranded at appointments.
 - No way to get to a pharmacy or to lab tests after an appointment.
 - Long waits for mileage and lodging reimbursement for medical appointments that are far from home.
- Members want to be able to get urgent care so they do not need to seek help at the emergency room.

“MaineCare and whoever provides rides really have to work together because... [the transportation service] wants two days [notice] in advance. Well, your doctor doesn’t see it that way and MaineCare doesn’t see it that way. So they really have to get together and work it out.”

--MaineCare Member

MSC Transportation Concerns

The Member Standing Committee discussed many transportation concerns when meeting about Managed Care.

Member Standing Committee Recommendations:

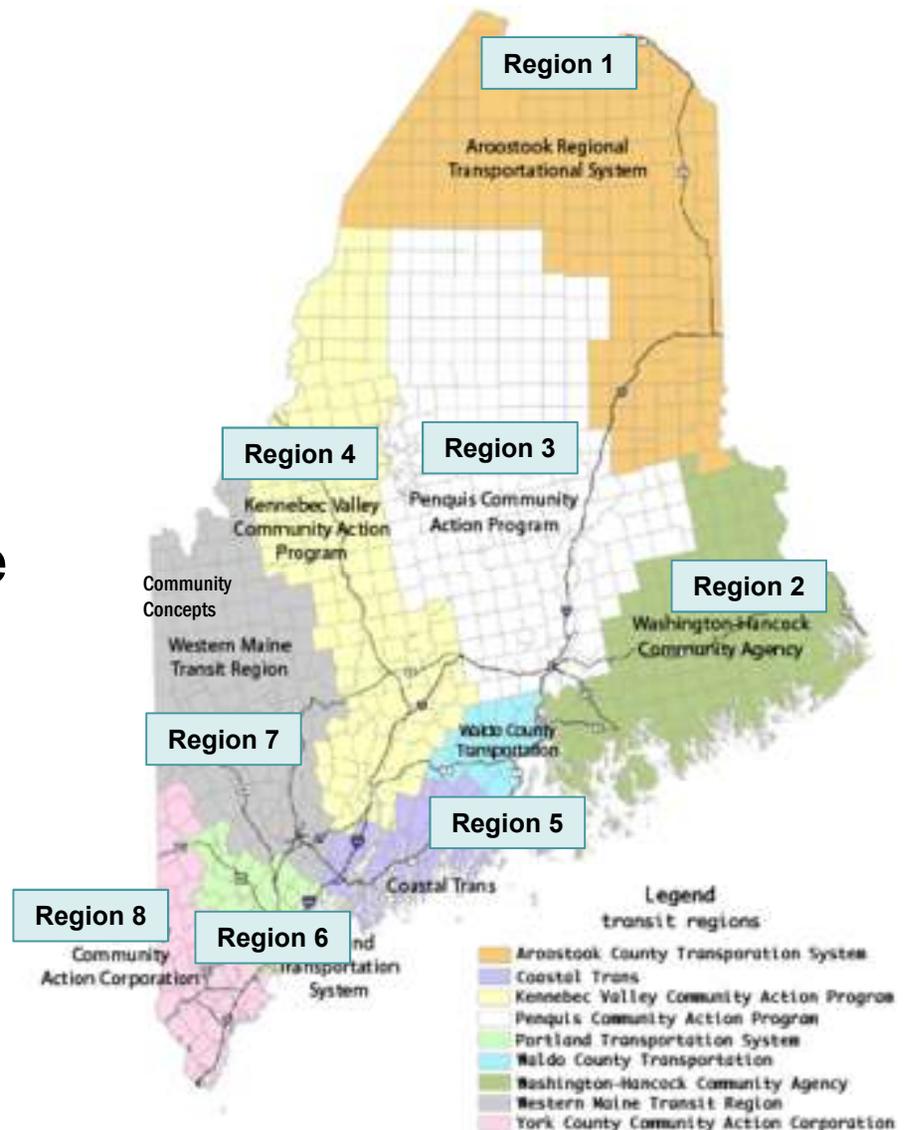
- More hours to use service (not just 9-5 from Monday through Friday).
- Rides if members need urgent care (so members don't have to use emergency room care).
- Better reliability and timeliness of drivers.
- Be able to use the passes for public buses to get to appointments.



What is MaineCare's current transportation system?



- Right now, there are 10 Full Service Regional Transportation Providers (FSRTPs).
- They coordinate and provide transportation in Maine's 8 transit regions.



Types of Transportation

MaineCare currently pays for the following types of non-emergency medical transportation:

- Provider vehicles
- Volunteers
- Family, friends & members
- Public buses, trains, airplanes, ferries
- Wheelchair vans
- Taxis

How do you get to your medical appointments and other Medicaid services?



Initiative Background



- The Centers for Medicare & Medicaid Services (CMS) has told MaineCare that it has to change the **current** transportation system. There are things that Maine is doing now that it should not be. The things Maine should not be doing are:
 - Providers should not both provide services and decide who gets to provide rides.
 - MaineCare should not get a high match rate from the federal government for how its transportation system is now.
- CMS gave MaineCare some options for us to fix the problems with the transportation system in order for us to follow the rules.
- The Department of Health and Human Services had to tell CMS in February how it was going to fix the problems.



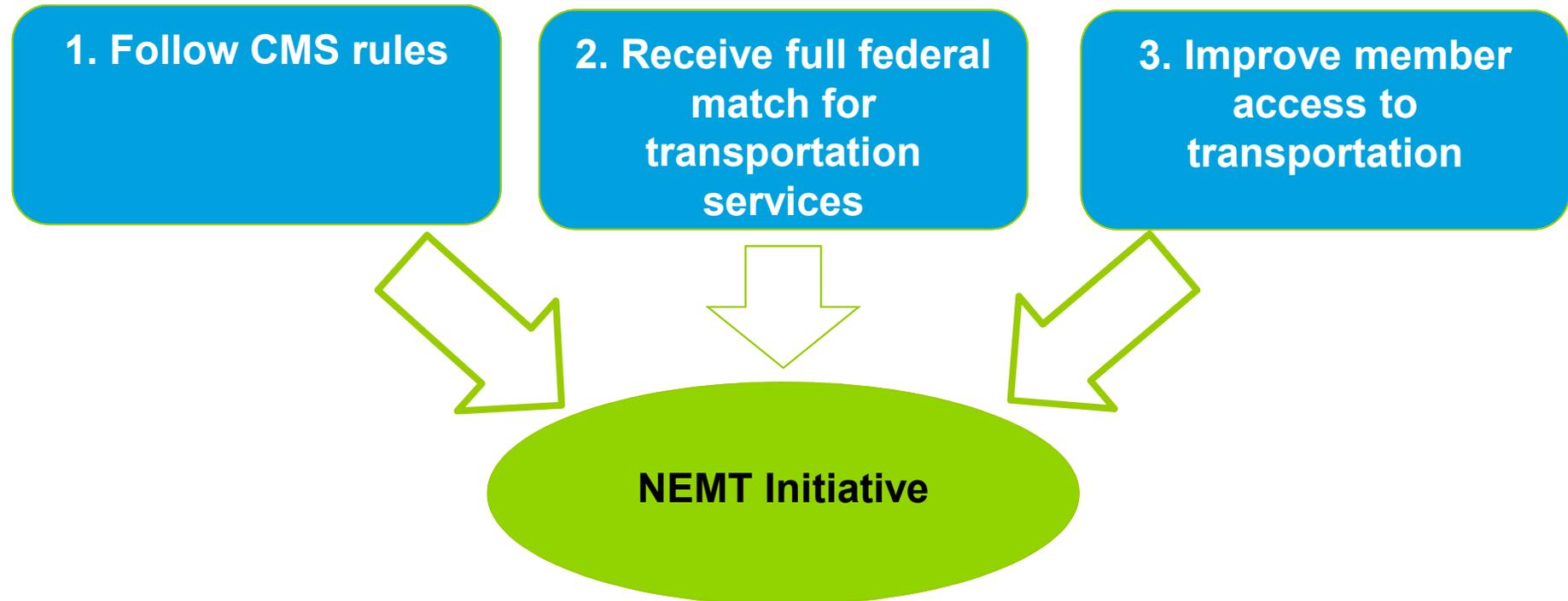
Improvement

MaineCare believes the changes to the transportation system will improve it. Improvements we expect include:

- ✓ Better MaineCare member access to medical appointments after hours and on the weekends.
- ✓ Better MaineCare member access to medical appointments that need to happen the same day or the next day.
- ✓ One phone number to call for all MaineCare covered transportation services.



DHHS considered 3 main goals as it decided how to redesign MaineCare transportation.



The only way to achieve all 3 goals is to have a “broker” that coordinates transportation.

The broker needs to make sure that transportation costs do not go higher than the set amount it receives every month for each MaineCare member.

How does an at-risk brokerage system work?



Set monthly payments per member



Broker arranges the most cost effective transportation that meets member's needs, and reimburses providers.

Provider

Wheelchair Van

Public Transit

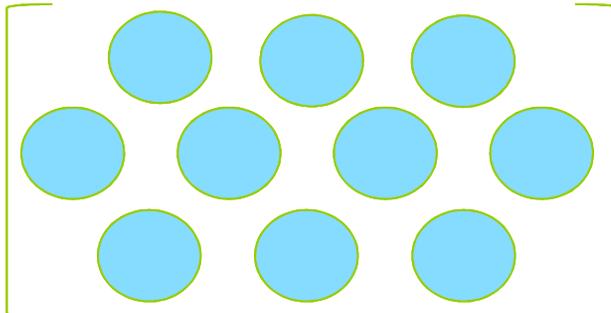
Volunteer

Family/ Friends

Examples of Providers

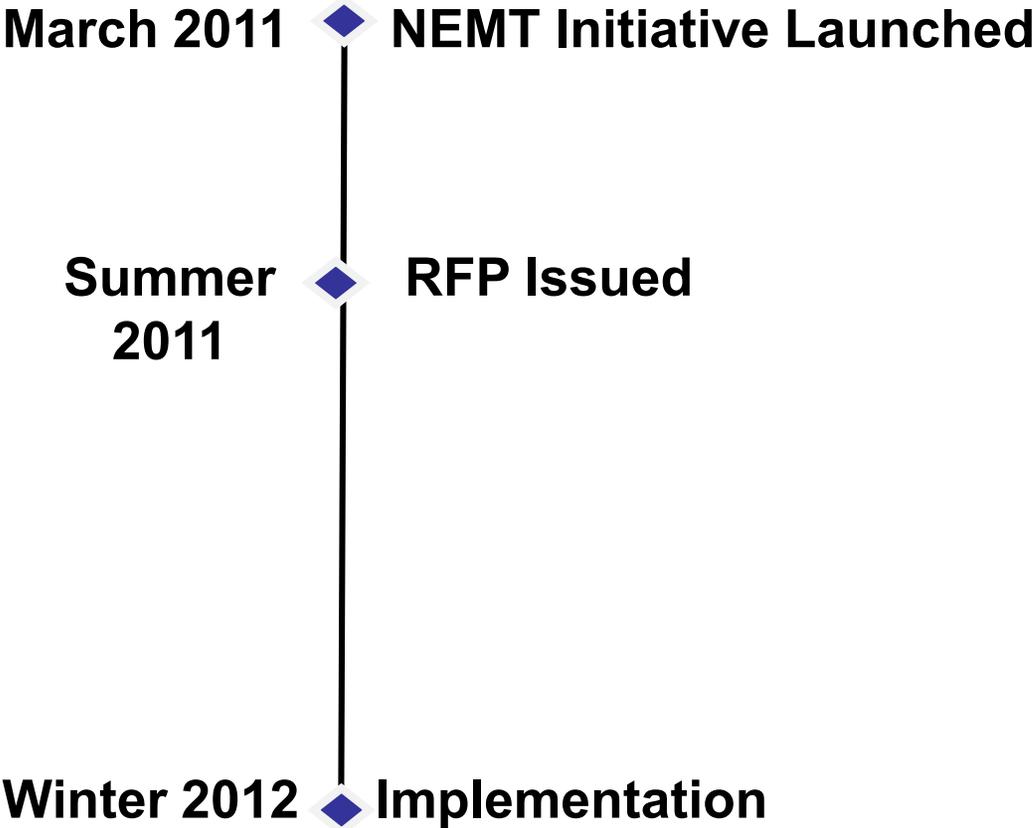
Requests for Transportation

MaineCare Members



Provide Transportation

High-Level Target Timeline



Brokers have made improvements in other states.



Around the country, brokerages usually:

- Improve quality of care.
- Improve member satisfaction.
- Make it easier for members to get to appointments late in the day, on the weekend, and on the same or next day when necessary.
- Decrease costs per trip for the state.
- Decrease fraud and abuse.



Why did MaineCare choose this model?



- One number for all members to call for their transportation to MaineCare services.
- Travel from one region to another will be easier.
- CMS requires that brokers guarantee members can get to appointments late in the day, on the weekend, and on the same or next day when necessary.
- MaineCare will make sure that the broker provides quality services.



MaineCare members will still have transportation.



MaineCare members will still be able to get to their appointments in all the same ways they do now:

- Provider vehicles
- Volunteers
- Family, friends & members
- Public buses, trains, airplanes, ferries
- Wheelchair vans
- Taxis



Who will use the new transportation system?



MaineCare plans to include all members and services under:

- “Regular” MaineCare.
- Two types of Home & Community Based Services for individuals with intellectual disabilities and Autism Spectrum disorders.
- Individuals under the Non-categorical (childless adult) & HIV/AIDS waivers.
- Children’s Health Insurance Program.



What about transportation to my other DHHS services, like those at the Office of Children & Families?



- The Department thinks it would make sense for all consumers to be able to call one number for transportation to DHHS services. This would help the coordination of services and could save money for everyone.
- DHHS is having discussions with all its Offices to make sure that having a broker coordinate all DHHS transportation would be a good thing.
- MaineCare is working with the Office of Elder Services to see if it makes sense to also include transportation to the two other Home & Community Based Services for the elderly and individuals with physical disabilities.

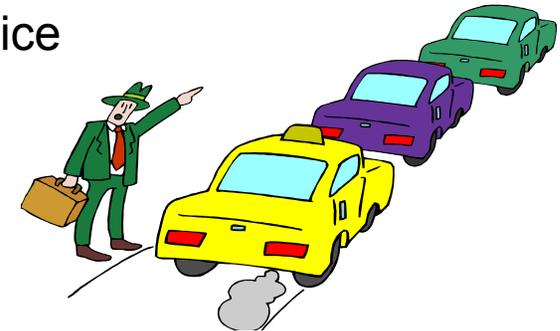


Why does my transportation provider say the brokerage means I won't get to my appointments anymore?



Provider Concerns:

This system could be a big change for the current Full Service Regional Transportation Providers (FSRTPs).

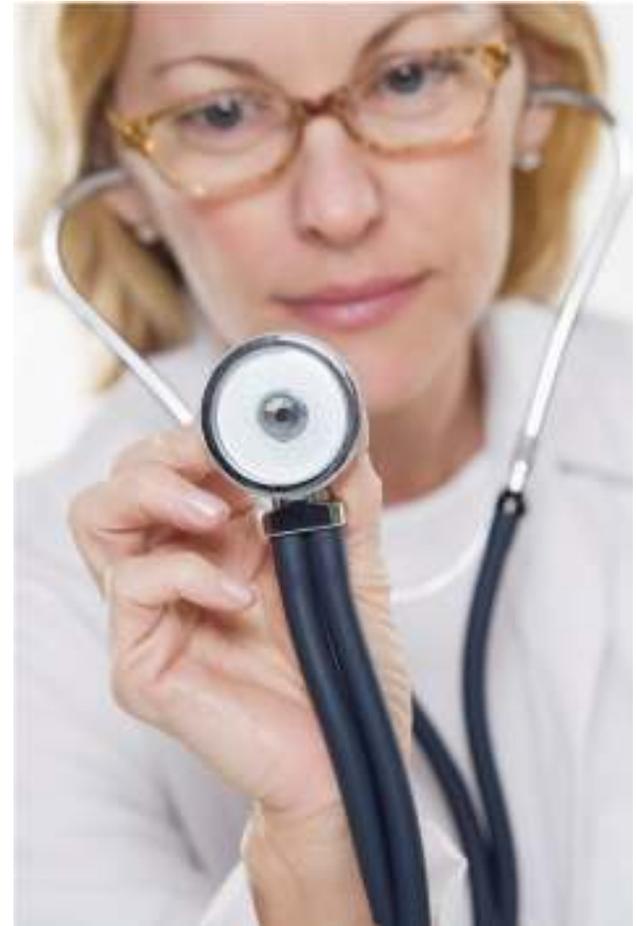


The change concerns providers because:

- The state will no longer pay them for coordinating non-emergency transportation services (the broker will coordinate instead).
- Right now, they can use some of the money they get from MaineCare in order to get additional federal dollars to use for public transportation for non-MaineCare needs (groceries, social clubs, etc). They are concerned that losing MaineCare transportation dollars will decrease the other transportation they provide.

How will this change affect me???

- No matter what happens, MaineCare will continue to make sure you get to your medical appointments. Your appointments are very important. CMS *requires* all states to provide necessary transportation to appointments.
- MaineCare recognizes that your other transportation needs are also important. MaineCare is working with the Maine Department of Transportation to try as best as it can to help your transportation for other needs continue as well.



What do you think?

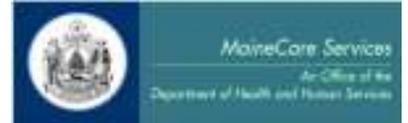
- **What do you like about the current system that you want to keep?**
- **Are there any issues that you hope the system changes will help address?**
- **What other concerns and feedback *about transportation* do you have?**



Lunch



Performance Standards & Quality Improvement



- MaineCare will select a set of core quality measures relating to broker performance.
 - Will be described in the RFP.
 - Will most likely be subject to incentives and/or penalties.(see attached list of quality measures for discussion)



Thank you!



Please visit our NEMT Redesign website for materials from today and to keep up to date:

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html