



MaineCare Non-Emergency Medical Transportation System Redesign

PAG/TAG Presentation

March 14, 2013

http://www.maine.gov/dhhs/oms/NET/NET_index.html

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

Initiative Background

- **2009:** Maine's *current system authority and structure* under the State Plan is out of compliance with federal regulations. CMS began working with the Office of MaineCare Services to identify the aspects of the NET system that are out of compliance.
- CMS has identified the following aspects as not in compliance:
 - MaineCare has been improperly claiming the Full Medical Assistance Percentage (FMAP) for NET services that should have been claimed at the administrative rate.
 - The current Full Service Regional Transportation Providers (FSRTPs) cannot continue to play a dual role of broker and provider under the current system.
 - As the system is currently structured, FSRTPs cannot continue to pass-through reimbursement to volunteers, family and friends.
- **November 2010:** CMS notified MaineCare that a redesign of the NET system is necessary to achieve compliance and maintain the current federal match. CMS presented the state with options for system redesign.

A New Direction

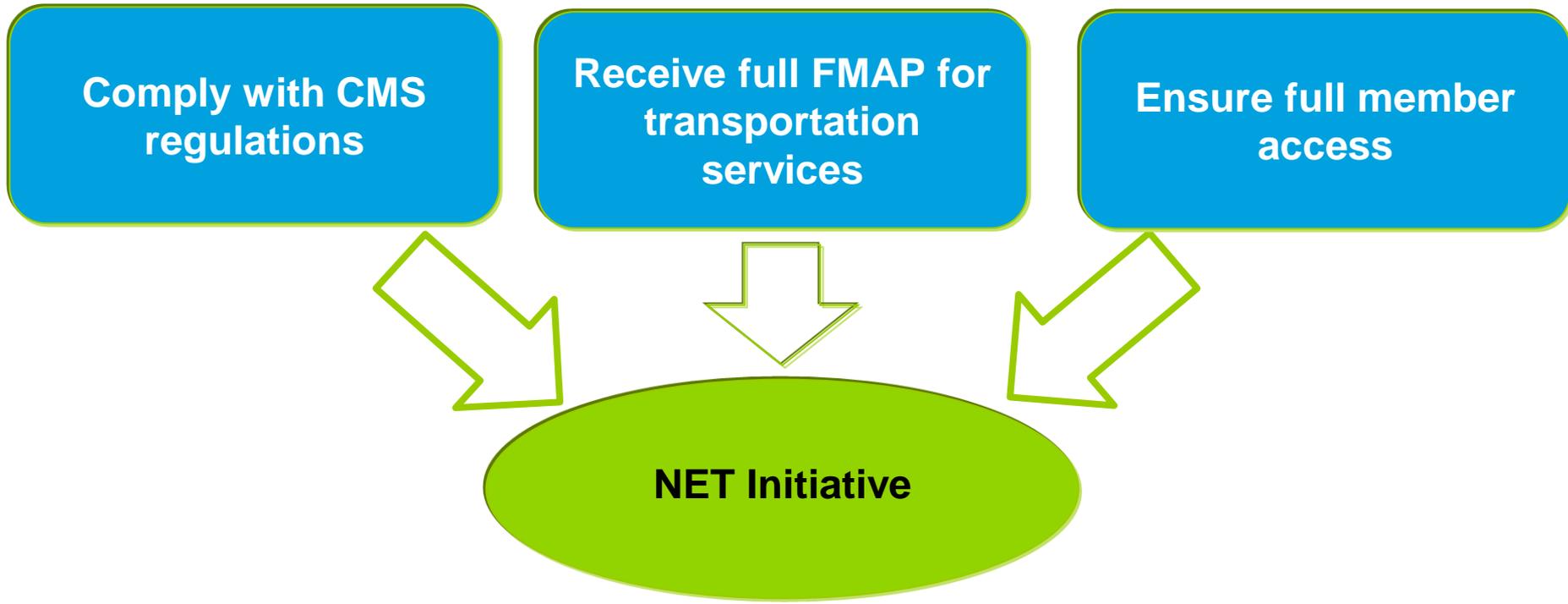
- **March 2011:** The Department communicated to CMS in early March about our intention to restructure NET under a single, statewide risk-based PAHP.
- **July 2011:** In collaboration with the Governor's Office and the Maine Department of Transportation, we decided to restructure NET as a regional system of risk-based PAHP brokerages that align with the current eight Maine transit districts.

As with the original statewide recommendation, this approach will:

- Achieve compliance with CMS
- Maintain federal match levels
- Ensure improved access to eligible MaineCare members

In addition, a regional brokerage system will better ensure continuation of a *coordinated, community-based* approach to transportation. Brokers will be at risk for managing a fixed per member per month rate to meet eligible members' transportation needs and to meet prescribed quality benchmarks.

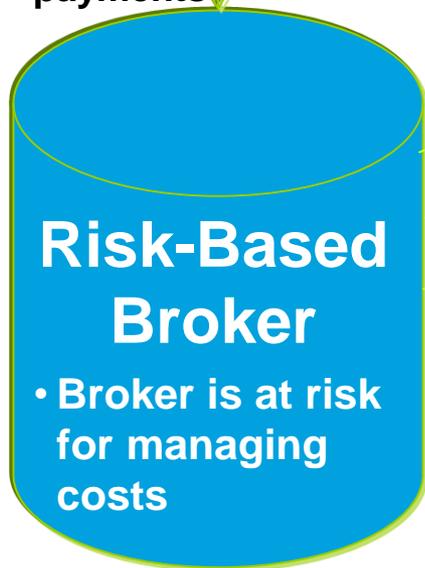
Goals of Initiative



 **A risk-based Prepaid Ambulatory Health Plan (PAHP) brokerage system is the only option that meets all 3 goals.**

How does a risk-based brokerage system function?

Capitated
PMPM
payments



Broker negotiates most cost effective transportation that meets member's needs; reimburses providers.*

Agency Vehicle

Wheelchair Van

Fixed Route

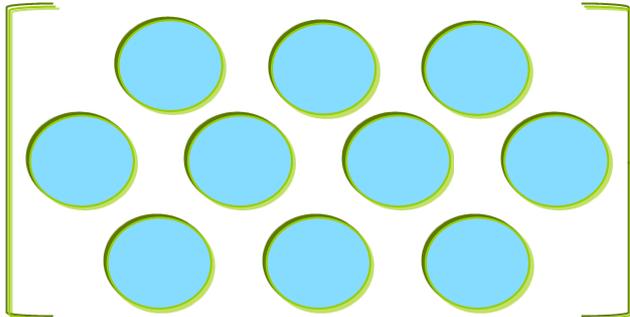
Volunteer

Family Member

Examples of Providers

Requests for Transportation

MaineCare Members



Provide Transportation

*The broker has flexibility to include additional modes of transportation and/or to provide services through efficient and reasonable subcontracting relationships.

How will the Broker system differ from the current system?

	Current System	Redesigned System
Brokers	<ul style="list-style-type: none"> • 10 FSRTPs across 8 transit districts 	<ul style="list-style-type: none"> • Three Brokers selected for the eight transit districts • Winning bidders include for-profit, and non-profit organizations.
Competition	<ul style="list-style-type: none"> • OMS designates the FSRTPs, which hold standard, non-competitive provider agreements 	<ul style="list-style-type: none"> • Bidder competed for the brokerage
Risk	<ul style="list-style-type: none"> • Brokers paid fee for service. State at risk 	<ul style="list-style-type: none"> • Brokers must manage within a per member per month capitated rate
Federal Match	<ul style="list-style-type: none"> • Cannot continue to receive FMAP for many services 	<ul style="list-style-type: none"> • May receive full FMAP
Member Access	<ul style="list-style-type: none"> • Problems with consistent member access to after-hours and weekend appointments and urgent care 	<ul style="list-style-type: none"> • Brokers must provide 24/7 access in order to qualify as a PAHP
Accountability	<ul style="list-style-type: none"> • The State has no authority to restrict payment or terminate the relationship if an FSRTP fails to meet quality standards 	<ul style="list-style-type: none"> • The State will tie payment to specified quality benchmarks and may terminate the contract with a broker for non-compliance
Transportation Options	<ul style="list-style-type: none"> • The State may only reimburse bus passes in Portland and Bangor 	<ul style="list-style-type: none"> • Brokers will be encouraged to utilize all fixed route transit options statewide, such as ZOOM, the Kennebec Explorer, City Link, and the Bath Shuttle Bus
Reimbursement	<ul style="list-style-type: none"> • Providers, volunteers, family, friends and members all receive fixed reimbursement rates for providing transportation 	<ul style="list-style-type: none"> • Rates will be negotiable with the Broker

Initiative Background (continued)

- **August 2012:** The Department releases a Request for Proposals. Six Bidders submitted a total of 34 bids across the 8 Regions.
- **October – December 2012:** An evaluation committee comprised of OMS Management, Operations, Policy and Finance representatives, as well as a representative from the Department of Transportation and from the Office of Child and Family Services reviewed and scored all proposals.
- **January 7, 2013:** Notice of Awards were sent to all bidders, and posted on the NET Redesign Internet Site announcing the following Awards:
 - Consolidated Transportation Solutions of Ansonia, CT awarded regions 1,2,4,5,6,7.
 - Penquis C.A.P. of Bangor, ME was awarded region 3.
 - Logisticare Solutions, LLC of Atlanta, GA was awarded Region 8.
- **January 22, 2013:** Deadline for aggrieved parties to file a notice of appeal. No appeals were received.
- **February – March 2013:** Development of contract and negotiations begun with awardees.

Anticipated Timeline

- March 31, 2013: Execution of contracts with all Brokers completed.
- April – May 2013: Brokers perform all implementation tasks, such as signing subcontracts with transportation providers, developing their business office, etc.
- May 20, 2013: Brokers begin call center operations scheduling trips to occur on or after June 3, 2013. The current FS RTP will continue to schedule and arrange for all trips to be conducted before June 3.
- June 3, 2013: All NET services will be arranged by the Broker, and provided under the auspices of the Broker.



Other Feedback & Questions?

Thank you!

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

http://www.maine.gov/dhhs/oms/NEMT/NEMT_index.html

Additional questions or comments?

Contact Brian Sullivan at brian.sullivan@maine.gov.