Non-Emergency Medical Transportation

MaineCare

Non-Emergency Medical Transportation (NET) Overview

- NET brokerage system implemented August 2013

- Three brokers covering eight transportation regions:
  - Modivcare: Aroostook, Washington, Hancock, Androscoggin, Franklin, Oxford, York, & most of Cumberland
  - Penquis CAP: Penobscot, Piscataquis, Somerset, and Kennebec
  - Waldo CAP/MidCoast Connector: Waldo, Lincoln, Knox, Sagadahoc, and northern Cumberland

- Brokers contract with Maine based transportation providers, who provide the rides

- Maine has the 5th highest utilization of NET in the nation, by population[1]
  - 1.86 million rides. Prior to COVID pandemic, > 2 million/yr.
  - 27,158 unique members using NET in SFY24

[1]CMS Report to Congress, NEMT 2018-2020

Ride Process

1. Member calls broker to schedule a ride
2. Broker verifies member eligibility, MaineCare service, and appointment
3. Broker dispatches trip to a transporter under contract with broker
4. Transporter picks up member at residence and drops member off at appointment
5. Transporter picks member up after appointment and returns member home

Non-Emergency Medical Transportation - Covered Services

- MaineCare or CHIP services as described in the Maine Care Benefits Manual
- The person being transported must also be receiving the covered service. Escorts can accompany a MaineCare member in certain circumstances
- Providers and facilities must be enrolled with MaineCare
- Transportation to a pharmacy to obtain MaineCare covered medication
- Related Travel expenses, such as meals and lodging
- Out of state travel must receive prior-authorization from MaineCare, PA unit
- Transport to enrolled day program facilities and supported employment for disabled persons

Non-Emergency Medical Transportation - Non-Covered Services

- Ambulance services, including if member needs to be transported by stretcher
- Transportation for individuals residing in Nursing Facilities and for individuals residing in Intermediate Care Facilities for Individuals with Intellectual Disabilities or Pervasive Developmental Disorders (ICF-IIDs)
- Transportation to visit a sick infant/child or critically ill/injured spouse. Transportation to visit an inpatient adult MaineCare member is not covered
- Transportation trips where no actual client transport occurred, even if the NET trip may have been authorized by the Broker, such as a rider no-show or cancellation
- Trips to grocery stores, museums, community events, & unenrolled facilities/locations

Non-Emergency Medical Transportation - Types

- Public Transportation, including buses, trains, and ferries
- Mileage reimbursement for family, friends, volunteers, and self drive
.
- Commercial taxis
- Commercial airlines
- Agency Vehicle: A multiple passenger vehicle operated by a public, private nonprofit, or private for-profit agency
- Wheelchair transport
- Uber/Lyft

NET Procurement Status

- RFP process conducted in 2023. Modivcare was awarded contracts for the entire state
- Decision was appealed by PCAP and WCAP. Appeal was denied in April of 2024 at administrative hearing conducted by the Department of Administrative and Financial Services
- PCAP and WCAP appealed to Business and Consumer Court. Business and Consumer Court upheld the Departments scoring decision in January of 2025
- PCAP and WCAP have appealed to the Maine Law Court. Matter is still pending and likely won't be decided until end of 2025 or early 2026

Modivcare Chapter 11 Bankruptcy Filing

- August 20, 2025, Modivcare filed a voluntary chapter 11 bankruptcy.
- Purpose is to restructure its debt.
- Expectation is that Modivcare will emerge from bankruptcy proceedings as a privately held company by end of 2025 or early 2026.
- To date, all transporters have been paid timely as well as all MaineCare members receiving mileage reimbursements.
- There has been no disruption of services and performance metrics have been met.
- The Department meets weekly with Modivcare on status of its bankruptcy proceedings, status of payments to transporters and members and status of performance.

Performance Metrics – Q 3 Average July –September 2025

Broker	% Calls Answered w/i 60 sec[1]	% Calls Abandoned[2]	# Trips	#Missed Trips	% Missed Trips[3]	Complaint Rate[4]	On Time Rate[5]
Modivcare	91.52%	1.60%	92,444	87	0.09%	0.07%	92.88%
Waldo CAP	90.27%	3.86%	19,755	52	0.26%	0.04%	92.34%
Penquis CAP	99.58%	3.32%	53,343	145	0.27%	0.02%	90.52%
Avg. over 3 months	**93.79**	**2.93%**	**165,542**	**284**	**0.17%**	**0.043%**	**91.91%**

Contract Requirements:

[1]90% of calls answered within 60 seconds

[2]Max 5% abandoned calls

[3]Max 1% missed trips

[4]Max 1% complaints (1 out of 100 trips)

[5]On time 85% or better

The Department holds brokers accountable for contractual requirements and puts brokers on corrective action plans if needed.

Complaint Process

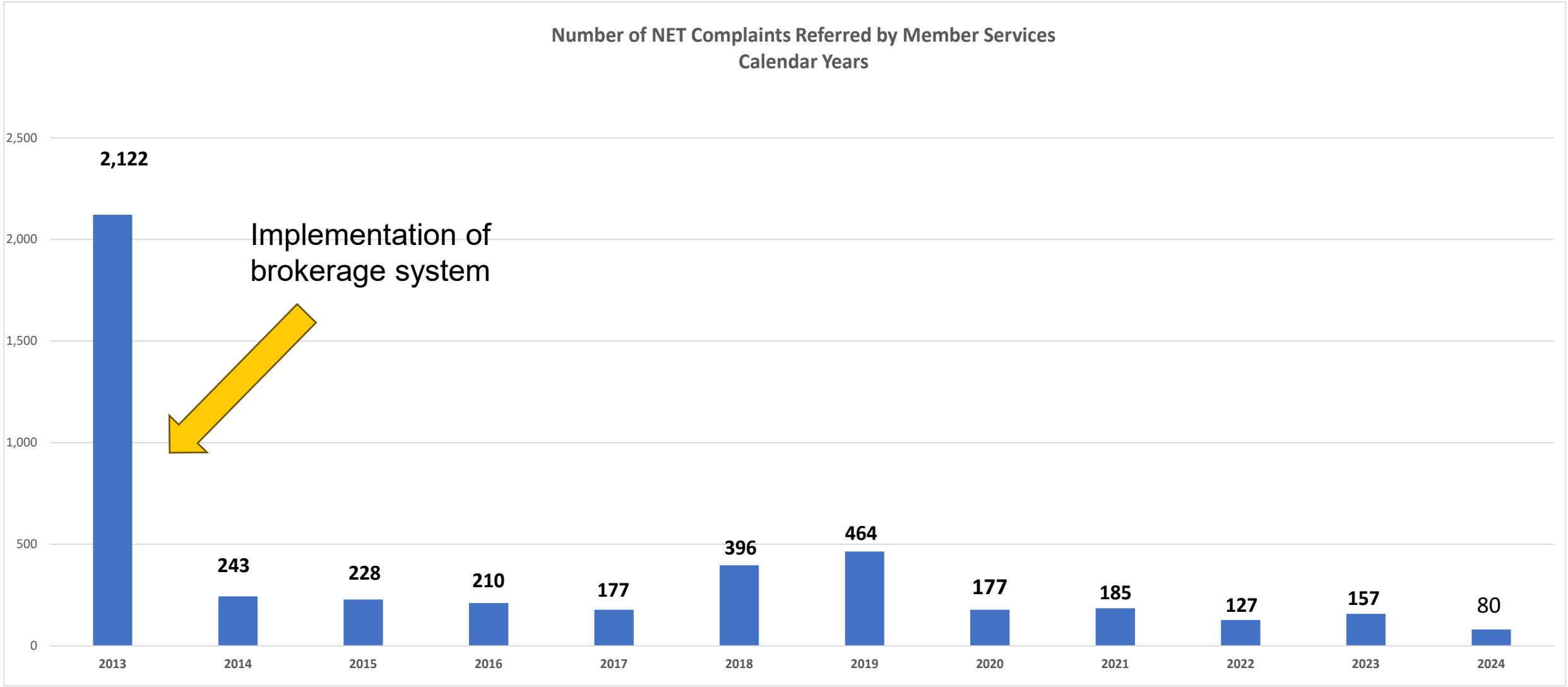
Complaints can come from members (riders) or providers

- Preferred path (also in MaineCare member handbook and on OMS website):
  - Contact the **broker**
  - If not satisfied, contact **MaineCare Member Services** at 1-800-977-6740
- Other avenues:
  - MaineCare NET staff
  - Elected officials
  - DHHS Constituent Services
  - MaineCare Provider Relations
  - Broker Advisory Councils
  - MaineCare Beneficiary Advisory Committee (new)
- MaineCare NET staff follow up with member and broker on resolution

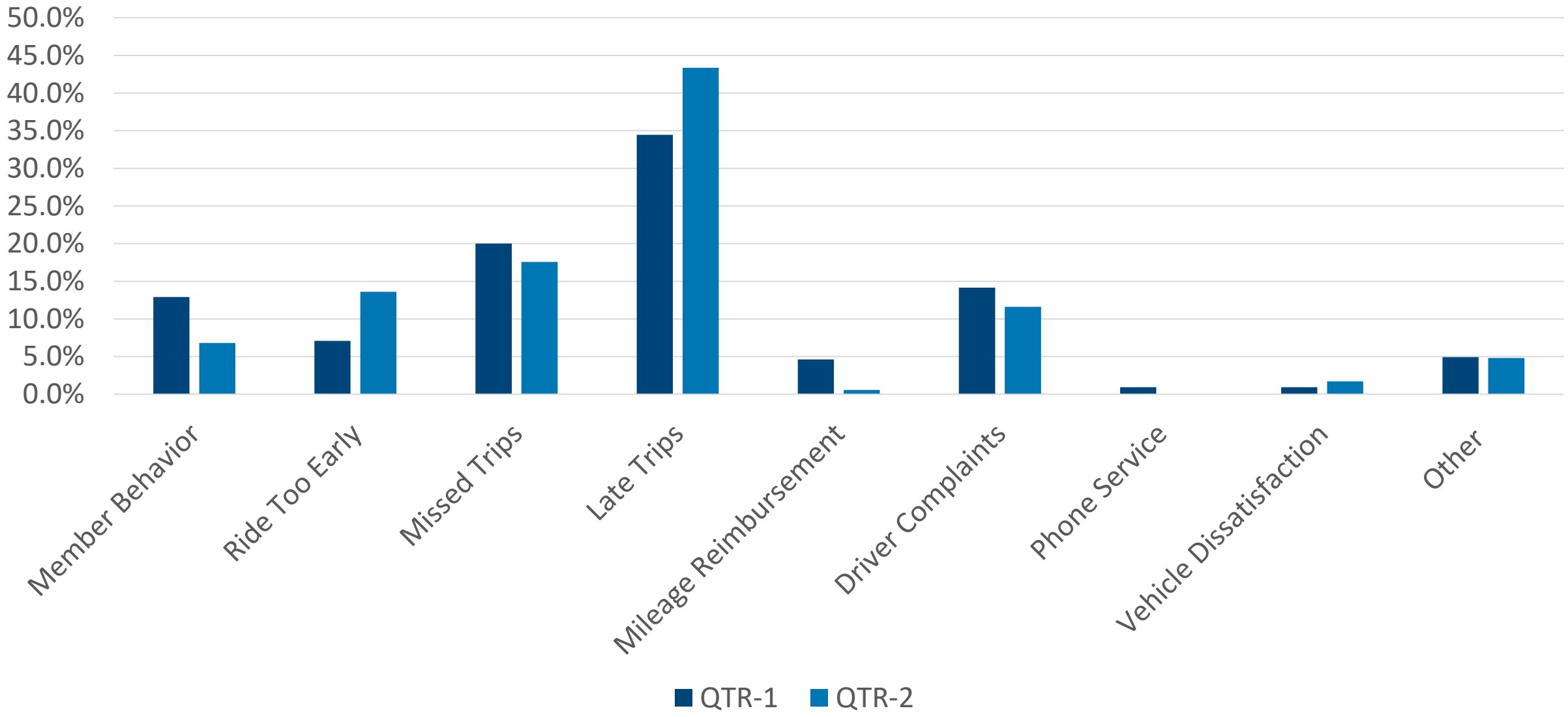
The more specific the information (e.g. date, time, member ID), the better MaineCare can follow up!

Complaints to Member Services

Note: These are not all complaints just those from Member Services



Complaints by Type January – June 2025



Missed and Late Trips - Causes

- Drivers go long distances to reach members in rural areas, who may be far from MaineCare services; other rural public and private transit is limited or not available

- 2,000+ rider no-shows/month, taking away drivers from other rides
  - ➢ On average, MaineCare members cancel about 17.5% of trips scheduled every month

- Workforce shortages
  - COVID-19 - many drivers retired or moved to other jobs, and many volunteer drivers did not return
  - Wages have largely been addressed

Thank you!

Questions?
Comments?

Roger Bondeson

Associate Director,

Division of Operations

roger.bondeson@maine.gov

MaineCare