Medicaid
Non-Emergency Medical Transportation

October 13, 2020

Cathy Libby, Idaho Department of Health and Welfare
Medicaid Non-Emergency Medical Transportation (NEMT) and Community Transportation are two critical resources for individuals in need of transportation services in Idaho.

Both programs increase access to transportation for those in need, including in rural areas of the state where options are typically limited.

Both programs play an important role in connecting people with essential services, which benefits individuals, families and communities.

This presentation provides an overview of the Medicaid Non-Emergency Medical transportation program, addressing regulatory aspects, delivery models, rider characteristics and utilization.
Non-Emergency Medical Transportation (NEMT) program

- NEMT is a federally required Medicaid service that provides transportation to and from Medicaid-approved care for enrollees without reliable sources of transportation.

- Facilitates access to primary care, specialty care, developmental therapy, dialysis, behavioral health services, addiction treatment, and other forms of non-emergency care.

- Designed to:
  - remove barriers to receiving health services,
  - improve health outcomes, and
  - reduce use of expensive emergency services.
States have discretion in how the NEMT benefit is delivered.

• Delivery models include:
  • **Transportation Brokerage** – (most common) the state contracts with a 3rd party brokerage to manage NEMT services on a statewide or regional level in return for a capitated premium payment.
  • **Managed Care organizations (MCOs)** – MCOs are responsible for providing NEMT for their enrollees. MCOs may also contract with brokers to administer NEMT.
  • **In-House management** – by the Medicaid agency, with fee for service reimbursement for transportation providers.
  • **Hybrid Approaches** – states can use combinations of the models above.
• Idaho’s program is administered through a brokerage model (since 2010).
• Idaho Medicaid contracts with a single, statewide brokerage.
• The broker contracts with a network of NEMT providers and manages the NEMT program.
• The broker sets reimbursement rates for transportation providers.
• The state pays the broker an actuarially sound per-member per-month capitation premium payment.
• 80% of total payments to the broker support benefit expenses.
NEMT Regulations

• The mode of transportation must be the least costly option appropriate for the needs of the enrollee.

• Transportation must be to the nearest healthcare provider appropriate to deliver the services, and transportation must be by the most direct route that is practical.

• Other forms of transportation must be unavailable or impractical for the enrollee.

• The travel must be authorized and scheduled with the transportation broker.

• Travel related services, such as meals and lodging are covered in certain situations.

* Not a complete list
NEMT – Why a Broker Model?

• Consistent and single contact point for Medicaid enrollees.
• Capitated premiums allow the state to more accurately predict costs.
• Increased efficiency through transportation coordination.
• Expanded access to services in areas with previously insufficient transportation.
• Improved Safety and training requirements.
• Increased staffing to manage the program.
• Resources, such as a call center with around the clock availability, compared with gaps during nights, weekends, and holidays with a state-run model.
• Improved ability to screen and credential providers, drivers and vehicles.
NEMT Funding

• The Medicaid NEMT program is jointly funded by the federal government and the state.
• For most NEMT services, the federal portion is approximately 70%, and the state portion is approximately 30%.
• NEMT services for the new Medicaid expansion population are funded at 90% federal dollars and 10% state share.
• Funds are appropriated by the legislature each year.
In Idaho, NEMT services are available to all fully eligible Medicaid enrollees, however NEMT services are used predominantly by:

- Individuals with disabilities (adults and children)
- The elderly
- Children
NEMT – Utilization Facts

For the period July 1, 2019-June 30, 2020:

• 27,784 unduplicated participants used NEMT.
• Over 1,216,896 total trip legs were completed.
• Gas mileage reimbursement accounted for 146,265 trip legs (12% of total volume).
• 5,889 long distance trips were completed.
For the period July 1, 2019-June 30, 2020:

• The NEMT network included 64 transportation providers, five of which are sole source.

• 495 credentialed vehicles

• 524 credentialed drivers

• Ride-Sharing platforms (TNCs) augment traditional NEMT providers in some areas, accounting for 18,260 or 1.5% of total trip leg volume.
External Factors Expected to Impact NEMT:

• Medicaid expansion
• COVID-19
• Growth of managed care
• New technology platforms
• Adoption of telehealth technology
• Expectations based on ride share experiences
Questions?
UNDERSTANDING THE RELATIONSHIP BETWEEN NEMT AND COMMUNITY TRANSIT

October 13, 2020

Terri Lindenberg, Executive Director
Treasure Valley Transit, Inc.
FTA provides financial assistance to states through a number of programs to improve, maintain, and operate existing transit systems and develop new transit systems. The Governor of the State of Idaho has designated the Idaho Transportation Department as the agency of authority and responsibility for administering assistance received in Idaho through Idaho Code Chapter 5, Title 40, and Section 40-528. The Moving Ahead for Progress in the 21st Century Act (MAP-21) (Public Law 112-141), signed into law on July 6, 2012, with an effective date of October 1, 2012, authorizes funding for federal surface transportation programs for fiscal years (FY) 2013 and 2014 and the Fixing America’s Surface Transportation (FAST) Act which authorizes federal funding from FY2016 (9/30/2015) through FY2020 (9/30/2020).
ITDPT Rural Grant Programs

The Section 5311 program is intended to improve mobility throughout rural Idaho by removing barriers to transportation services and expanding the transportation mobility options available. ITD-PT tracks funds expended and trips provided to ensure the best use of limited resources in assisting with the transportation needs of those throughout rural Idaho. Project goals are developed in accordance with the applicant and local stakeholders identified in the application.

The Section 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

The Section 5339 program provides funding to replace, rehabilitate, and purchase buses and related equipment, and to construct bus-related facilities.
Local Match Requirements

Matching funds in the State of Idaho for 49 USC § 5310, 49 USC § 5311, 49 USC § 5339 funds are made up of local, State and/or unrestricted non-DOT Federal funds. Non-federal share must be provided by the subrecipients. All local shares must be provided from sources other than Federal DOT funds. Some examples of sources of local match which may be used for any or the entire local share include: State or local appropriations; allowable other non-DOT Federal funds; dedicated tax revenues; private donations; revenue from human service contracts; and net income generated from advertising and concessions.
The NEMT Contract is Allowable as Match

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for the program administration, operating, and preventative maintenance assistance. In either case, the cost of providing the contract service is included in the total project cost.
5310, 5311 & 5339 Grant Match Ratios:

5310 Purchase of Service: 80% Federal 20% Local Match

5339 Capital: 80% Federal 20% Local Match

5311 Grant:

- Administration: 80% Federal 20% Local Match
- Operations: 57.5% Federal 42.5% Local Match
- Preventive Maintenance: 92.66% Federal 7.34% Local Match
- Capital: 80% Federal 20% Local Match
Blue Cross Foundation of Health: $40,000 Toward Van Match

TVT Van Procurement (4) Cost Per Vehicle: $73,135
$58,508 Federal $14,627 Local Match
VW Settlement: TVT Received Matching Dollars for 4 Buses

TVT Bus Procurement (7) Cost Per Vehicle: $152,016
$121,613 Federal $30,403 Local Match
Treasure Valley Transit, Inc.

1991: 3 year Grant from the Office of Rural Health Policy

1992: Coordinating Agencies:
• Canyon County Head Start – Lead Agency
• Canyon County Organization on Aging
• Retired Senior Volunteer Program
• Terry Reilly Health Services

1995: Secured Ongoing Funding:
• Grants from the Idaho Transportation Department
• City and County Funding
• NEMT Provider

1996: Stand Alone Private Non Profit Corporation
Treasure Valley Transit Operates within ITD’s District 3 which is a 10 County Rural Area:

- Non Emergency Medical Transportation
  - Canyon & Owyhee Counties

- Mountain Community Transit
  - McCall, Lake Fork, Donnelly, Cascade
  - Brundage Mountain

- Mountain Home Community Transit
  - Mountain Home
  - Air Force Base

- Snake River Transit
  - Fruitland and Payette
  - Connection to Ontario, Oregon

- Purchase of Service
Planning Components for Community Transportation

Develop A Coordinated Plan

1. Identify Key Stakeholders
   • Idaho Transportation Department
   • Local Elected Officials (Transportation Plans)
   • Idaho Department of Health & Welfare – Division of Medicaid
   • Health and Human Service Agencies
   • Private and Non-Profit Organizations
   • Local Business and Chamber of Commerce

2. Identify the Existing Services and Unmet Needs
   • Stakeholder Interviews
   • Surveys – For example, place in utility bill, local business
   • This information will determine the service design
3. Determine Modes of Transportation

- **Demand Response** - Service provided only on request, and scheduled in advance of the trip. Service is provided door-to-door or curb-to-curb, usually on a shared-ride basis.

- **Human Service Transportation** - Services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, seniors, and people with low incomes.

- **Fixed Route** - Bus operates on a set route with a repeating schedule and stops at specified locations.

- **Deviated Fixed Route** - Bus operates on a set schedule but will deviate off route up to \( \frac{3}{4} \) of a mile and return to set route.

4. Secure the Funding and Capital Equipment
Mountain Community Transit

- The Red Line: Serves the City of McCall
- The Green Line: Is a commuter route that serves the Cities of McCall, Lake Fork, Donnelly and Cascade
- The Brundage Express: McCall to Brundage Mountain
- Extended Service Hours: McCall Winter Carnival, Holiday Weekends and Special Events
- Public transportation was a key factor in bringing the Special Olympics and the Nordic Masters to McCall.

Provided 43,759 boarding's for Fiscal Year 2019
This service was a collaborative effort between the following:

- The Idaho Transportation Department
- The Oregon Department of Transportation
- Treasure Valley Transit, Malheur Council on Aging
- The Cities of Fruitland, Payette and Ontario
- Payette and Malheur Counties
- Department of Labor, Health & Welfare
- Health & Human Service Agencies
- Treasure Valley Community College
- The ORBIS Group

Provided 19,468 Trips For Fiscal Year 2019
Farmers Mutual Telephone Company
3 Year Contract for $15,000 per year
Purchase of Service

This service began in December 2011 serving Seniors and Persons with Disabilities within and connecting the 15 communities of Council, New Meadows, McCall, Cascade, New Plymouth, Payette, Cambridge, Weiser, Idaho City, Horseshoe Bend, Emmett, Homedale, Marsing, Grandview and Melba.

- Contract for services
- Unit Rate per Trip
- Senior Center Transportation
- Follow ITD Guidelines

Provided 17,618 Trips For Fiscal Year 2019
FY2021 Local Match Sources

**Budget:** $1,843,525 Federal Dollars Requires $781,975 Local Match

- Mountain Community Transit
  - McCall (104k) & LOT (89k), Donnelly LOT (4k), Cascade (3k)
  - Valley County (30k)
  - Brundage Mountain Company (16k)

- Snake River Transit
  - Fruitland (19k), Payette (19k), Payette County (23k)
  - Advertising: Farmers Mutual Telephone Company (15k)

- Mountain Home Community Transit
  - Mountain Home (28.5k)
  - Department of Defense Passes (5k)

**NEMT Transportation Contract ($467,975)**

TVT contracts with the statewide broker and does not have a relationship directly with IDHW-Division of Medicaid
Non Emergency Medical Transportation (NEMT)

TVT is a Medicaid transportation provider in both the rural and small urban areas of Canyon and Owyhee Counties. The Idaho Department of Health and Welfare-Division of Medicaid has used the Statewide Brokerage Model since 2010.

- 1995 - 2010 – The NEMT program was run by IDHW
- 9/2010 - 6/2016 – American Medical Response (Access2Care)
- 3/2018 – present – Medical Transportation Management (MTM)

Provided 45,719 Trips For Fiscal Year 2019
TVTVehicles Arriving at the Western Idaho Training Company in Caldwell

Serving Persons with Disabilities, Developmental Centers, Dialysis, Doctor Appointments, Physical Therapy, Behavioral Health, etc.
NEMT Revenue is Allowable as Match

- Idaho does not have state funding for operations
- Rural Cities/Counties fund to the best of their ability
- Public Transit systems have to meet the local match
- Medicaid revenue matches the rural programs
  - There is no guarantee of trips or funding levels
- Loss of NEMT funding could impact rural transportation
- Loss of NEMT funding could eliminate rural programs
Ongoing Communication is Imperative

Community Transportation Association of Idaho
  • NEMT Committee – Meets Monthly
  • Represent both Public and Private Transportation Companies

Bi-weekly Meetings with MTM facilitated by IDHW
  • Receive Updates from MTM
  • Opportunity to Address Issues
  • Seek Clarification on COVID-19

Input into the Upcoming RFP to Address the Transportation Network
Concluding Remarks

Communication is key to understanding both sides of the story

Be the best you can be in providing safe, reliable and efficient transportation

Teamwork - Together We Achieve The Extraordinary
Contact Information:

Treasure Valley Transit, Inc.
Terri Lindenberg, Executive Director
1136 W Finch Drive
Nampa, Idaho 83651
Office: 208-463-9111

Email: terri@treasurevalleytransit.com