



Idaho State Legislature

State Capitol
P.O. Box 83720

March 13, 2019

To: Joint Legislative Oversight Committee

Re: Non-Emergency Medical Transportation (NEMT) in Idaho: a broker model in question.

The Idaho NEMT program is within the Idaho Department of Health and Welfare, Division of Medicaid, and covers transportation in-state and out-of-state, to and from health care services when those services are covered under the Medicaid State Plan or through waivers for participants who have no other means of transportation. These transportation services include wheelchair vans, taxis, stretcher/gurney vans, bus passes and tickets, and other forms of transportation otherwise covered under the Medicaid State Plan.

Currently the NEMT program is contracted to a broker who coordinates and manages the statewide NEMT program. The broker subcontracts with transportation network providers to administer the transportation for eligible Medicaid participants. All NEMT services are scheduled through the current brokerage contractor regardless of service type or distance.

Recent concerns about provider rates and service levels prompted the Legislature to appropriate \$200,000 in FY19 to Medicaid solely for the purposes of improving the NEMT program. This included an audit of the program, rate review activities and a training program. However, additional concerns remain about service delivery and providing for a system that fully supports participants with special health needs.

We request JLOC approve an OPE study to examine the effectiveness of the NEMT system and examine the benefits and costs of using a statewide broker model versus other models (e.g., regional model, state authorization model) in hopes that recommendations could be made to create a more reliable, efficient and cost-effective system for NEMT transportation.

More specifically, we request a study that compares different NEMT models which may include the following:

1. Administration costs, total personnel and budget for Medicaid program.
2. Provider rates to ensure an adequate transportation network for all services.
3. Protocols for becoming a transportation provider.
4. Frequency of rate changes in provider services.
5. Minimum requirements to meet Medicaid rules and provide world-class service.
6. Model structure best suited to fit with current state of Idaho managed care or other health care planning efforts by the Department of Health and Welfare.
7. National standards or other accreditation standards.

We believe this study would help to improve the Idaho NEMT program. We thank you for your consideration of this request.

A handwritten signature in blue ink, appearing to read "Melissa Wintrow", written over a horizontal line.

Representative Melissa Wintrow

A handwritten signature in blue ink, appearing to read "Dan Johnson", written over a horizontal line.

Senator Dan Johnson