



## Non-Emergency Medical Transportation *Department of Health Services*

### Background

As directed by the Joint Legislative Audit Committee, we have completed a review of the provision of non-emergency medical transportation (NEMT) services to Medical Assistance recipients. The Department of Health Services (DHS) administers the State's Medical Assistance program, which includes NEMT services for individuals with low and moderate incomes.

### Key Findings

In fiscal year (FY) 2013-14, DHS spent **\$56.1 million** to provide NEMT services to those Medical Assistance recipients who did not receive long-term care services. We found data on NEMT expenditures are incomplete because of **limitations** in how they were collected and reported before FY 2011-12. We also found:

- From August 2013 through June 2014, Medical Transportation Management (MTM), Inc., a transportation broker with which DHS has contracted, provided **2.3 million trips** to approximately 69,300 Medical Assistance recipients and paid \$39.8 million to transportation providers.
- The 100 **highest-cost recipients** accounted for 8.8 percent of all payments to transportation providers from August 2013 through June 2014.
- Of 103,431 calls made to MTM's call center in June 2014, 14.3 percent were **abandoned** before they were answered. From September 2014 through December 2014, MTM's information indicates the rate of call abandonment and call hold times decreased.
- MTM substantiated 71.4 percent of the **12,748 complaints** it received from August 2013 through June 2014.
- From July 2010 through January 2015, the Legislative Audit Bureau received **386 NEMT-related complaints**. In reviewing these complaints, we confirmed ongoing problems with NEMT services reported by some recipients. Common complaints we received, as well as those received by MTM, related to drivers not arriving to transport recipients (no-shows) or arriving late to take them to their appointments.
- From August 2013 through June 2014, we found 4,154 instances in which **transportation providers did not arrive** to provide a scheduled trip and 55,320 instances in which they **arrived more than 15 minutes late** to take recipients to their appointments.
- In assessing their overall experience with MTM, 87.0 percent of those recipients responding to our independent **survey of randomly selected recipients** indicated they were "satisfied" or "very satisfied."
- In January 2015, DHS assessed **liquidated damages** totaling \$25,500 based on MTM's failure to meet performance standards.

### Audit Recommendations

We include **recommendations** for DHS to improve the provision of NEMT services by establishing standards for the number or percentage of provider no-shows and late arrivals that will be permitted and by considering the establishment of additional performance standards related to caller hold times and abandoned calls. We also recommend that DHS report to the Joint Legislative Audit Committee by December 1, 2015, on its efforts to implement our recommendations.