

## ***Opening Statement***

Good evening Chairwoman Serpa and members of the committee. It is good to see everyone again.

I am pleased to be here today to provide an update on EOHHS's Non-Emergency Medical Benefit and our transportation broker, MTM.

As you know, Non-Emergency Medical Transportation, or NEMT, is a mandatory Medicaid benefit. Under this benefit, Medicaid members can receive rides to medical appointments if they do not have a means of getting there otherwise. Such appointments can include dialysis, cancer treatment, substance use disorder treatment, primary care visits and adult day care.

EOHHS relies on a broker model to administer, coordinate and execute this benefit and to credential and manage transportation providers to ensure that they transport members safely. EOHHS transitioned to the broker model in 2014. After a competitive procurement in 2018, MTM replaced LogistiCare in January 2019.

The shift to the broker model, and to MTM, has been an overall benefit for the Rhode Islanders we serve.

- Rhode Islanders are getting more service. MTM provided 4 times the number of rides in one year compared to the non-broker model.
- Rhode Islanders getting more service for cheaper. MTM's cost per trip is \$12.50 in 2019. The non-broker model was \$36 per trip in 2011.
- Rhode Islanders are seeing more trips with MTM than they did under the previous broker. Trips increased by 400K in CY 2019, a 20% increase.

After a difficult transition two years ago, we have improved significantly. Complaints are down 85% from 2019 to 2020. In 2021 the number of missed trips for any reasons including member cancellation or no show was just 0.32% on average per week. This is out of an average of almost 35,000 trips per week.

EOHHS continues to hold MTM accountable for 7 quality measures on monthly basis. If any of the 7 are not met, this results in a \$28,000 reduction in payment

to MTM the following month. Through this contract management, we have assessed a total of \$280,000 in quality withholds. MTM and EOHHS staff meet twice per week, now via phone, to review complaints and trouble shoot any other issues. I receive data updates weekly. The transportation team meets with MTM monthly for formal active contract management reviews. And we meet as a Medicaid team to review all together in our regular performance management sessions with EOHHS every 8 weeks. I also have quarterly strategy meetings with MTM leadership.

Let me also take a moment to give the committee a sense of the benefits we are seeing for our Medicaid members through this contract. Last month 56,000 trips were made for members to substance abuse treatment. Almost 6400 trips to receive dialysis. 810 trips to primary care. Almost 400 trips to the dentist. Without this benefit, the service provided by the transportation providers and the organization of MTM, these Rhode Islanders would be going without lifesaving care.

These trips did not stop during the pandemic. All the numbers that I just quoted were from March 2021. With that said, the overall volume of trips is down due to the public health emergency. Compared to the last quarter of 2019 before the public health emergency began, trips are down by about 25%. When we look deeper at the data, we see that some trips have remained steady and largely unaffected, included lifesaving trips such as SUD treatment, dialysis and cancer treatment. The most impacted have been those services that have been restricted due to the pandemic, especially adult day trips. Other members and providers are utilizing telehealth and saving a trip but still getting care, especially in the case of behavioral health. We would expect that as we re-open, member demand will return and with it the trips we saw prior to the public health emergency.

However, we cannot just “wait and see” to see if demand will come back. As an entire State, we have to make sure people are re-connected to care. As we build back better from the pandemic and work as an entire health system – managed care, doctors, community health workers, hospitals - to make sure that people have the care they need, reaching out to more Medicaid members to take advantage of this benefit is paramount.. If you need a cancer screening, or a well

visit, or a vaccination and you are on Medicaid, transportation need not be a barrier. Making sure we re-connect folks to care will also increase trips for transportation providers, with a corresponding increase to their potential revenue.

I would like to close by speaking a bit about our experience with this benefit and with MTM during the pandemic. I will let MTM speak in more detail, but as I noted, throughout the pandemic, MTM and the transportation providers have been at work. They have continued necessary services, following CDC and RIDOH guidance to keep people safe. They have transported Rhode Islanders to testing. They have transported Rhode Islanders to monoclonal antibody treatment for COVID. They have transported COVID positive members to dialysis. And they have transported Rhode Islanders to get vaccinated. And the transportation providers have done so with care, skill and compassion.

More than that, I will share honestly with the committee that MTM has been exemplary state partners throughout the pandemic. The pandemic has tested all of us and we at EOHHS have relied on all our partners – providers, managed care, community organizations – to deliver needed care and work together, always going above and beyond. MTM has been one of those partners.

I remember this fall just prior to back to school time, I was walking in downtown Providence one Saturday afternoon near my apartment along the river to the pedestrian bridge. The sun was shining and to be very honest with you, I was happy to have a bit of break. Of course, my phone rang and as part of our whole of government response, someone on the COVID team was wondering if I thought MTM could help transport kids to school if necessary. A couple of phone calls and texts later to my unbelievably dedicated and professional EOHHS team, and MTM was connected – again, all over the weekend – to folks at RIDE to help provide backup transportation for back to school.

I know we all have stories of neighbors, friends, and community leaders helping out in this trying year. I know I have many. But I wanted to share that small one with the committee.

Thank you for the time today and I look forward to answering any questions you may have.