



3 West Rd | Cranston, RI 02920 | Ph: 401.462.5274 | Fax: 401.462.3677

June 8, 2021

Honorable Patricia A. Serpa, Chairwoman  
House Oversight Committee  
101 State House  
Providence, RI, 02903

Dear Madame Chair:

Please accept this letter in response to questions raised by the Honorable Committee members of the House Oversight Committee held on April 29, 2021 regarding the operations status of the State's Non-Emergency Medical Transportation (NEMT) Program, which is brokered by Medical Transportation management, Inc., otherwise known as MTM.

**1. The Honorable Committee requested Medicaid Director Benjamin Shaffer's opening remarks in writing.**

*Please see the attached PDF document labeled, "Director Shaffer's Opening Statement."*

**2. The Honorable Committee asked: "If EOHHS puts the contract out to bid, can the option years on the MTM contract still be used?" If so, does that apply to all contracts?**

*Yes, the MTM contract would be in effect and we would exercise option years, if necessary, until such time as a new contract is executed. Therefore, if Medicaid staff determined not to move forward with a Request for Proposals (RFP), even after issuance of said RFP, we are able to continue with MTM. This practice applies to all contracts.*

**3. The Honorable Committee asked: "Have the stakeholder meetings been taking place? How many people have been attending?"**

*The most recent stakeholder meeting was on June 4, 2021, with approximate attendance outside of Medicaid and MTM staff, of 4 stakeholders.*

*When the State went into the COVID-19 emergency situation, it was our intention to hold stakeholder group meetings on a quarterly basis, if practical. However, the most recent stakeholder meeting before the June 4, 2021 stakeholder meeting was held in September 2020 with an approximate attendance of 4 stakeholders in addition to MTM and Medicaid staff. Prior to that there was a stakeholder meeting back on May 1, 2020 with roughly the same attendance. There were monthly meetings prior to the May 2020 meeting, before Covid. The next stakeholder meetings are scheduled for June 4, September 17, and December 17, and any logistical information relating to invites and attendance will be sent.*

Thank you for the opportunity to respond to your questions and please contact me if you have further questions.

Sincerely,

Benjamin Shaffer  
Medicaid Program Director  
EOHHS

Cc: Honorable Members House Oversight Committee