

State of Connecticut  
GENERAL ASSEMBLY



Medical Assistance Program Oversight Council

**NEMT Working Group Update**

June 8, 2018

*The following is intended for informational and summarization purposes.*

**On May 16<sup>th</sup>**, the working group met for the first time to discuss the group's mission and focus areas for future meetings. A period for public comments was held at the beginning of the meeting (and is intended to be held at the beginning of every meeting). During this period:

*Two advocates shared their concerns with the membership structure of the group which they find is not open, does not have any transportation providers, does not have any members of the disbanded Quality Assurance Committee and features a chairperson who works for DSS. One of the advocates shared his distress with the new "capitated" contract model, which he believes gives Veyo financial incentive to deny proper services. He also worries Veyo's business model is using more independent drivers, and pushing out other transportation providers.*

*Several providers spoke of their hardships under the new vendor and contract; where they have seen a reduction or freeze in the volume of NEMT ride requests. They reported having to lay employees off, and being on the verge of going out of business. Two providers questioned the insurance necessary to transport persons to medical appointments, and if independent drivers met the same standards. One provider described a poor communication process, where Veyo gave no notice and would not provide any information following multiple phone calls and emails.*

*An occupational therapy provider discussed the struggle her practice is having with patients being abandoned by transportation providers; though the issue has improved. She also expressed concern over multi-loading which can cause serious problems with her patient who have ASD and other developmental disabilities.*

*A single mother described not having seen her son in over two months, because Veyo would not provide her transportation to see him at a psychiatric facility. She reported that the previous vendor provided her rides to see her son, who is a Medicaid recipient.*

The Department of Social Services provided a presentation with an overview of the NEMT Implementation Working Group and the values, goals and structure of the current program (See Attachment).

[https://www.cga.ct.gov/med/committees/med8/2018/0516/20180516ATTACH\\_NEMT%20Overview%20Presentation.pdf](https://www.cga.ct.gov/med/committees/med8/2018/0516/20180516ATTACH_NEMT%20Overview%20Presentation.pdf)

The working group discussed the presentation and the comments provided during the public comment period. In response to public comments, representatives from Veyo discussed the vendor's structural/financial model, provider network and what is permitted and not permitted through CMS. Members then reviewed the group's mission statement and focus areas, as outlined in the working group plan, and shown below:

**Mission Statement:**

*To facilitate a working collaborative between members, advocates, consumers, providers, DSS and Veyo, the NEMT vendor, to identify opportunities for improvement in the NEMT structure and provide feedback regarding the implementation of the new NEMT contract.*

**Focus areas include:**

- *Basic operations under the new NEMT vendor*
  - *Call Center interactions*
  - *Scheduling trips*
  - *Completed trips*
  - *Modes of transportation and supportive services*
- *Communication of NEMT procedures*
  - *To Medicaid members*
  - *To facilities/providers*
  - *Utilizing the DSS and Veyo website as a means for broad communication*
- *Data Collection and Data Sharing*
  - *Content and methods*

Following discussion on future meetings, members decided to have the next meeting on **June 20<sup>th</sup>** with a focus on **basic operations** under Veyo. A tentative future meeting schedule was established as follows; with meetings starting at 12:30PM in Room 2A of the LOB (unless informed otherwise.):

*June 20<sup>th</sup>, July 18<sup>th</sup>, No August Meeting, September 19<sup>th</sup>, October 17<sup>th</sup>, November 14<sup>th</sup>, December 19<sup>th</sup>*

**Further information:**

- Documents related to working group meetings will be posted on the MAPOC website:  
[www.cga.ct.gov/med](http://www.cga.ct.gov/med) → Committees → NEMT  
(A more detailed summary of the May meeting will be posted here before the June meeting)
- The May meeting is available for viewing on CT-N's website:  
<http://ct-n.com/ctnplayer.asp?odID=15300>
- NEMT information (including April's monthly reporting package) can be found on the Department's NEMT webpage (under Document/Forms):  
<http://portal.ct.gov/DSS/Health-And-Home-Care/Non-Emergency-Medical-Transportation>
- Veyo's Connecticut website is: <https://ct.ridewithveyo.com/>

**Questions/ comments should be directed to Rich Eighme at: [richard.eighme@cga.ct.gov](mailto:richard.eighme@cga.ct.gov)**