



NEMT Updates

June 13, 2025



Agenda

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- d. Average Speed to Answer
- e. Call Abandonment Rate
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3. Transportation Network Update

- Transportation Provider Network Update

4. Continuous Improvement



What is NEMT

NEMT or non-emergency medical transportation is a transportation benefit for Medicaid members that ensures eligible patients can get to and from their medical appointments, behavioral health appointments, urgent care, or the hospital.



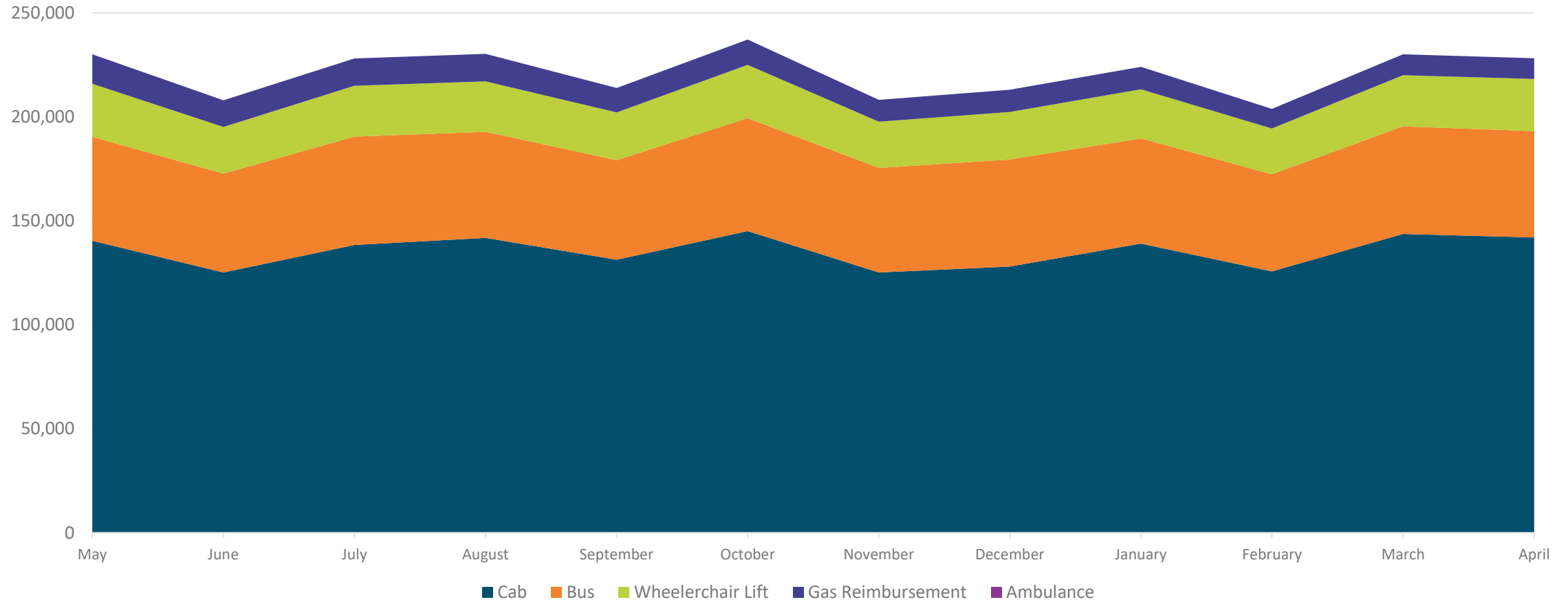
Overview of Services Provided

Types of transportation includes:

- **Public Transit.** If the member lives close enough to a bus stop and is physically able to ride the bus, a bus pass may be provided.
- **Mileage Reimbursement.** If a family member or friend has a car and is able to drive the member to their appointment, the driver may be eligible to be reimbursed based on the total miles driven.
- **If the member is not able to ride the bus or secure a ride,** MTM will schedule a ride for the member with an appropriate vehicle based on their individual transportation needs. This may be one of the following options:
 - **Car/Vehicle or Rideshare Vehicle**
 - **Wheelchair or Bariatric Wheelchair Van**
 - **Out of State Ambulance Trips**

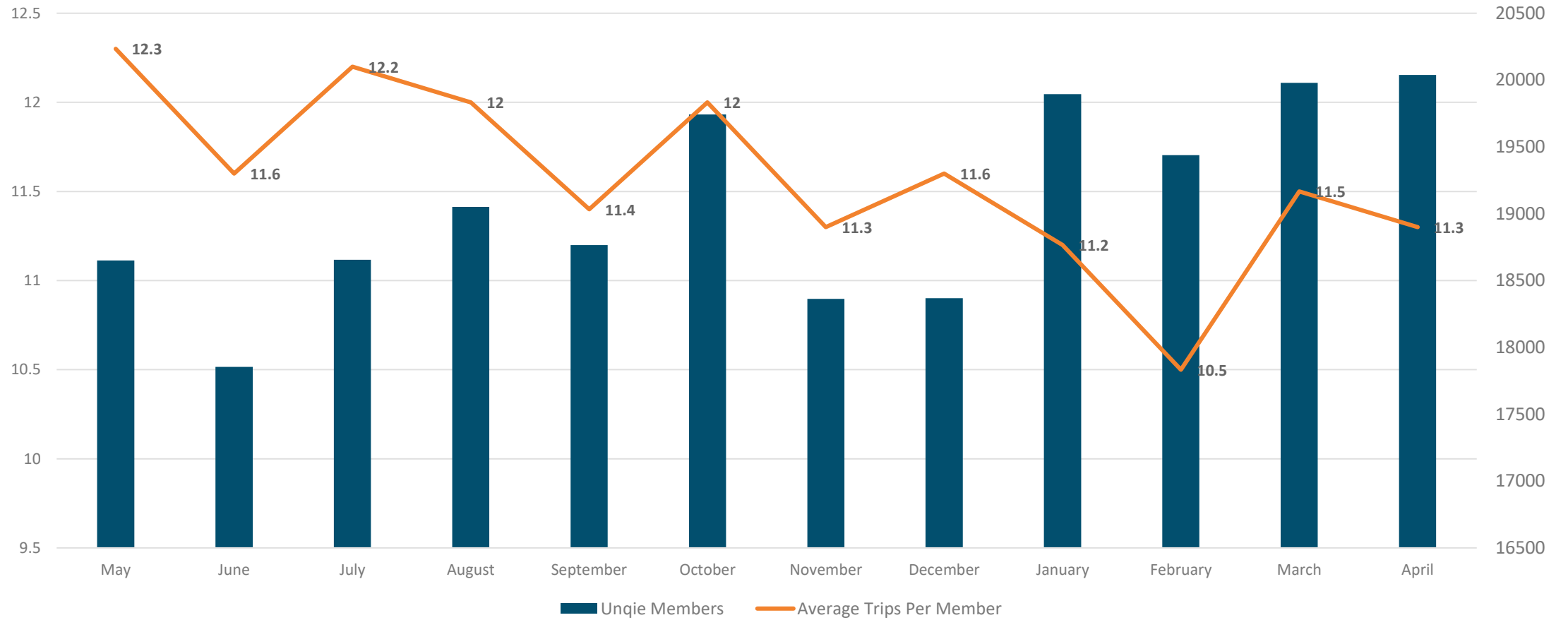


Trip Volume



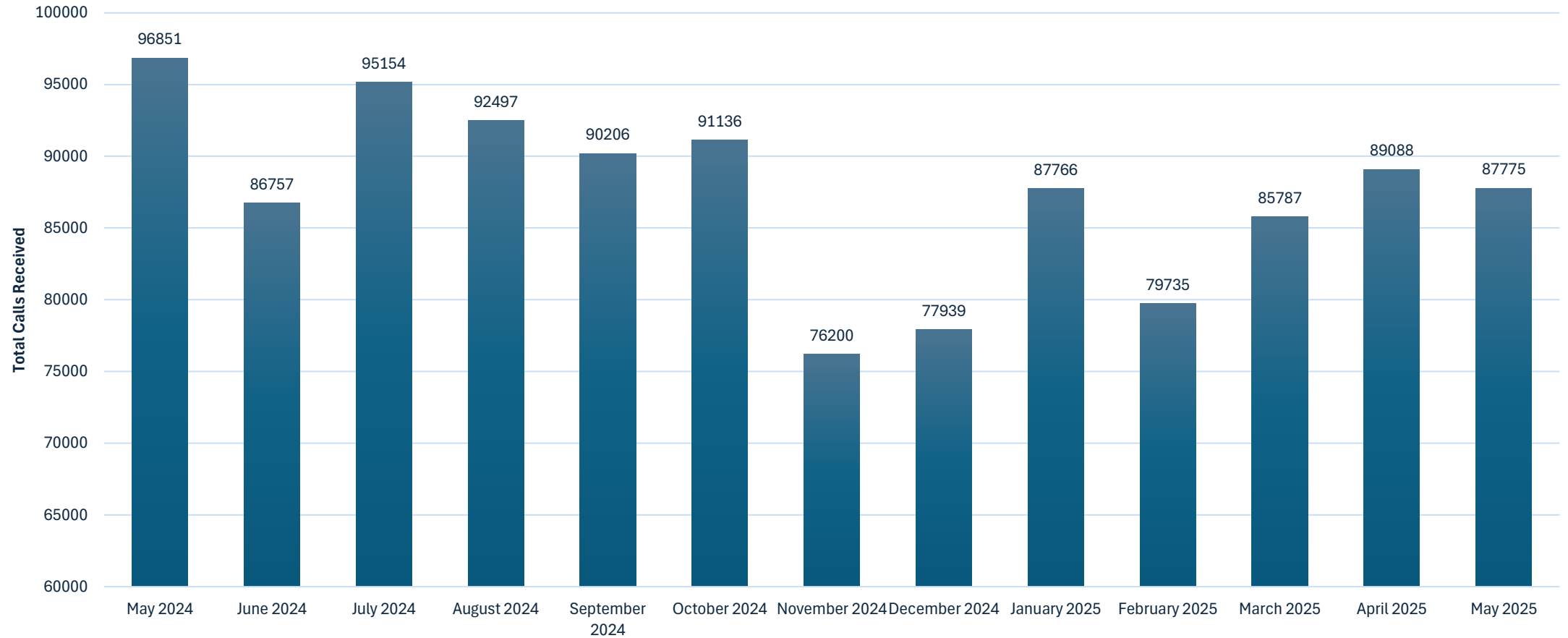


Unique Member Utilization



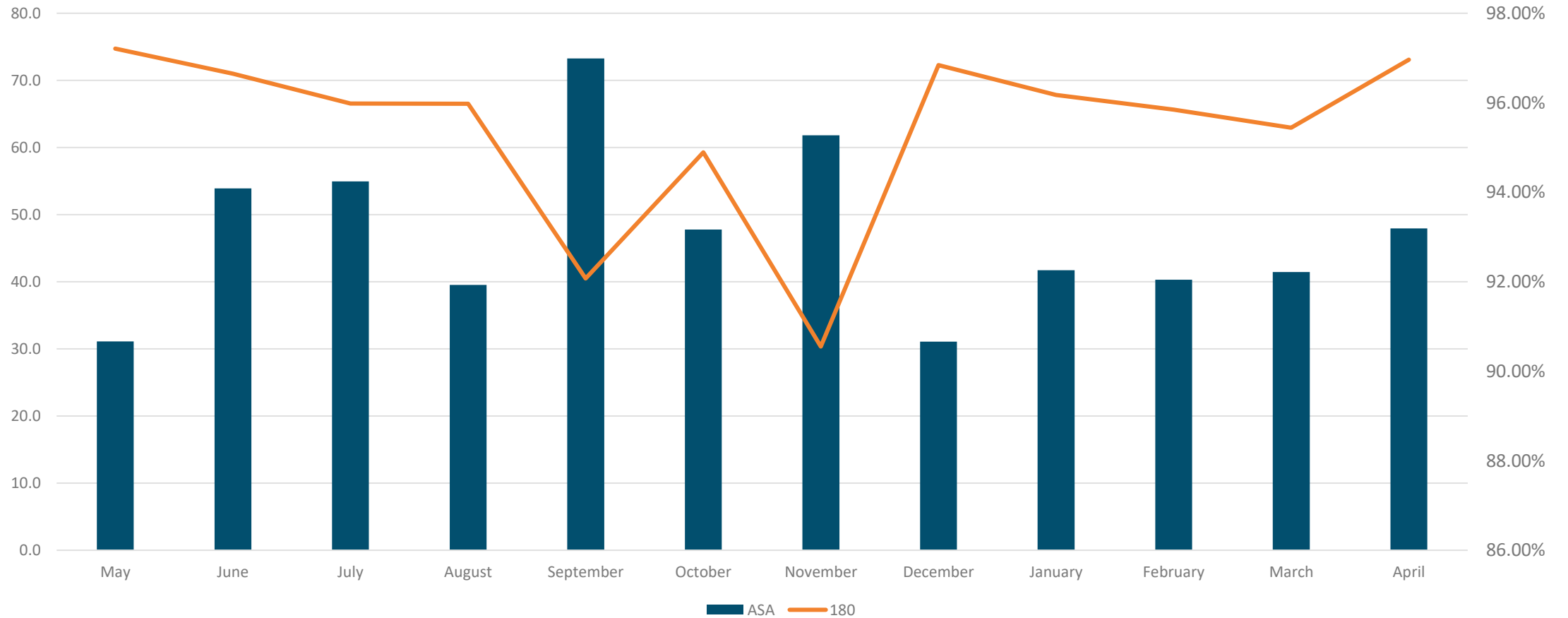


Call Volume



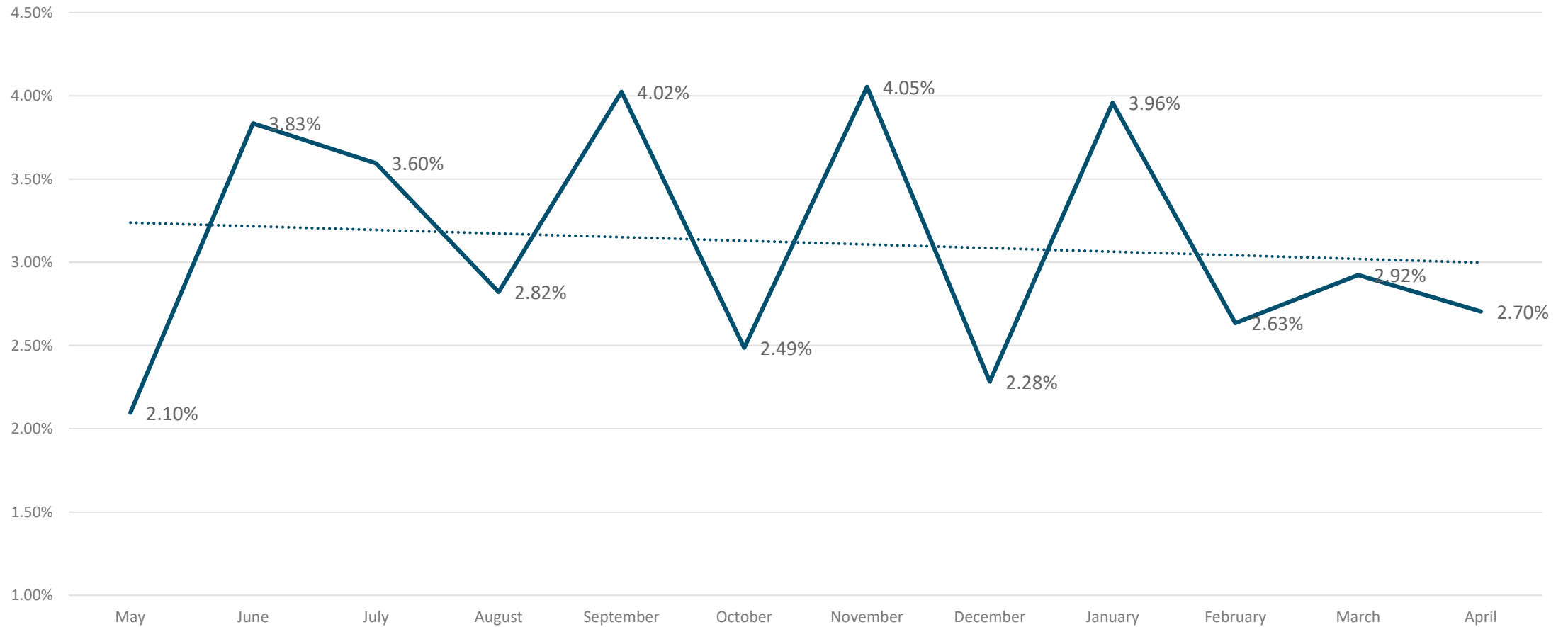


Average Speed to Answer



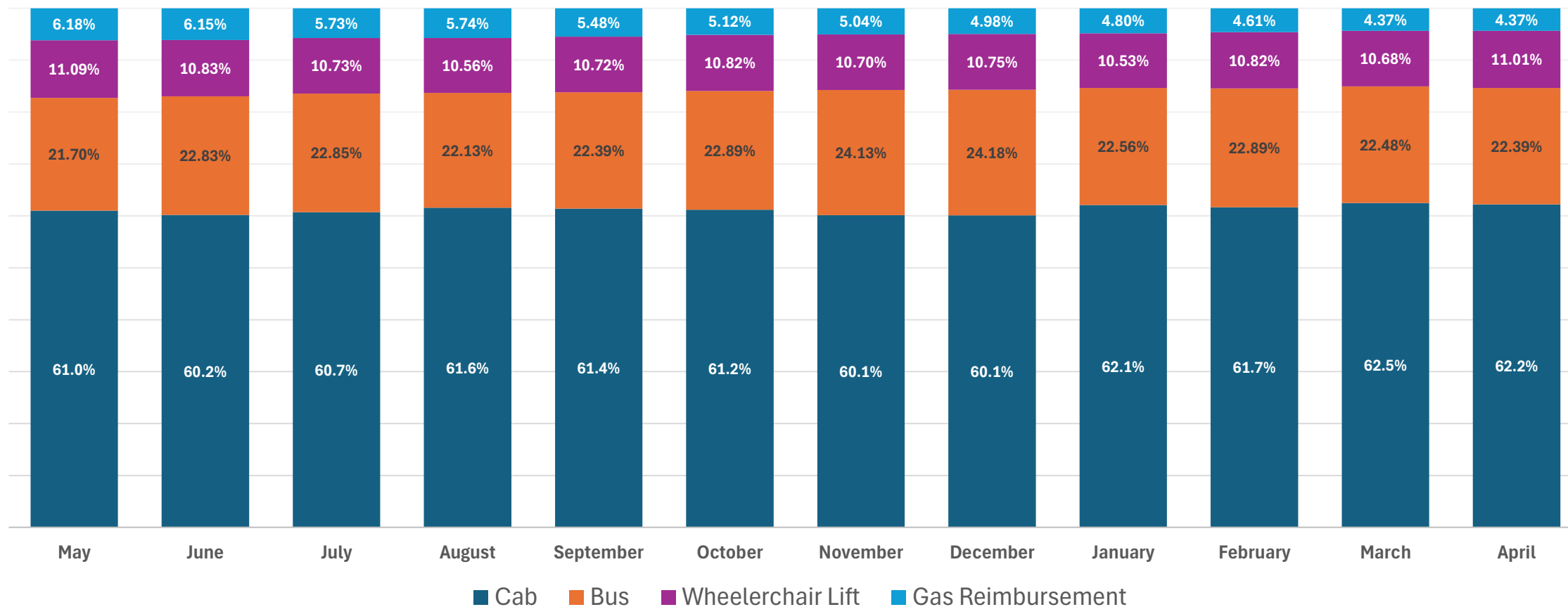


Call Abandonment Rate



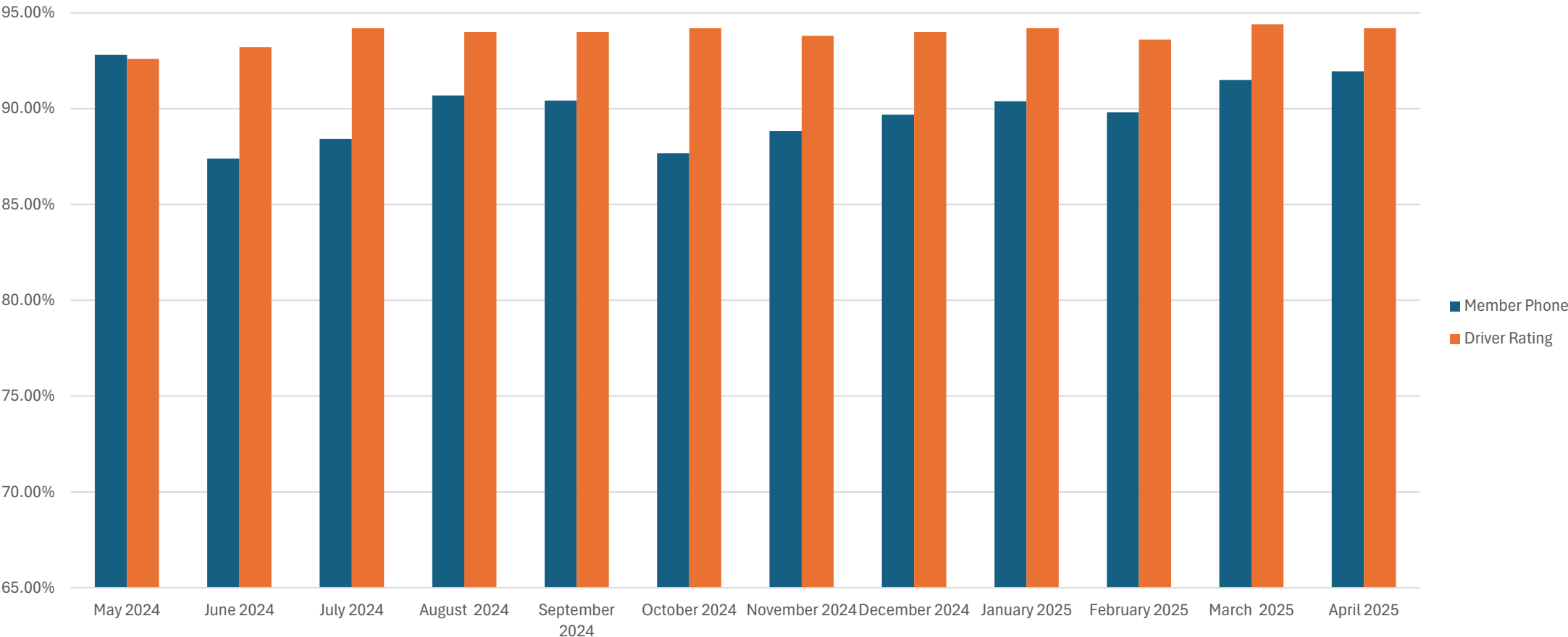


Metrics – Overall Mode Mix



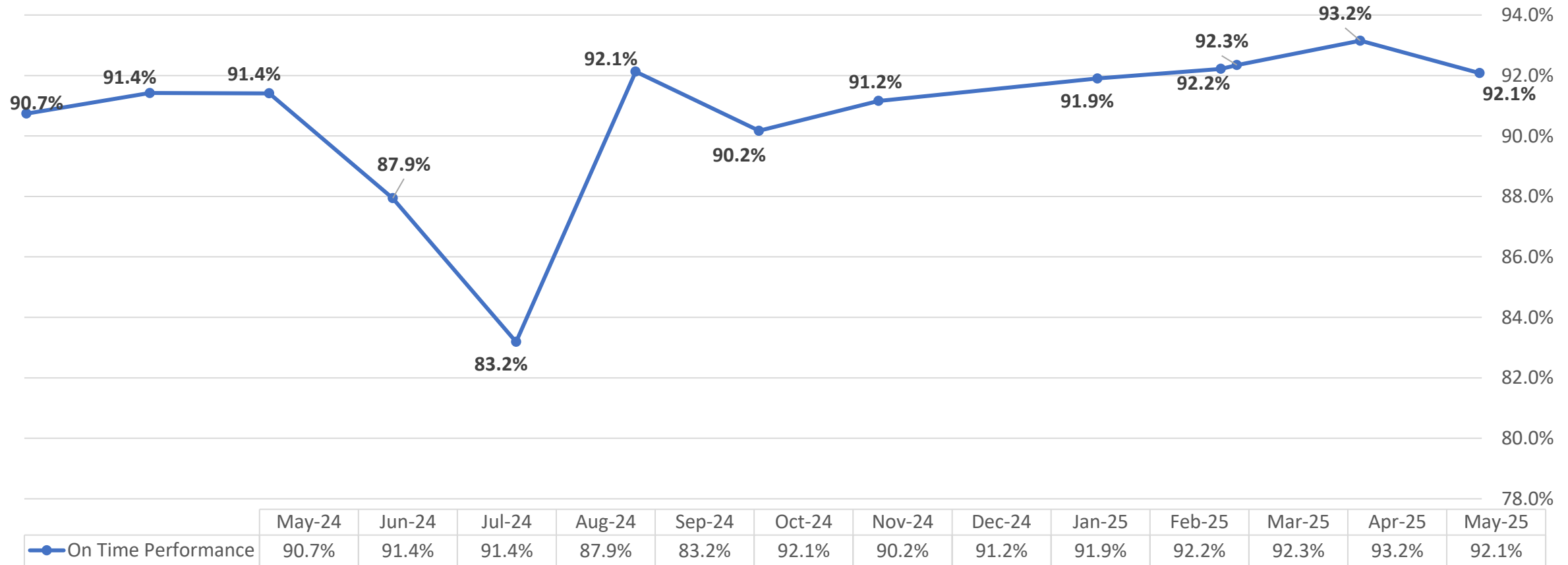


Member Satisfaction Scores



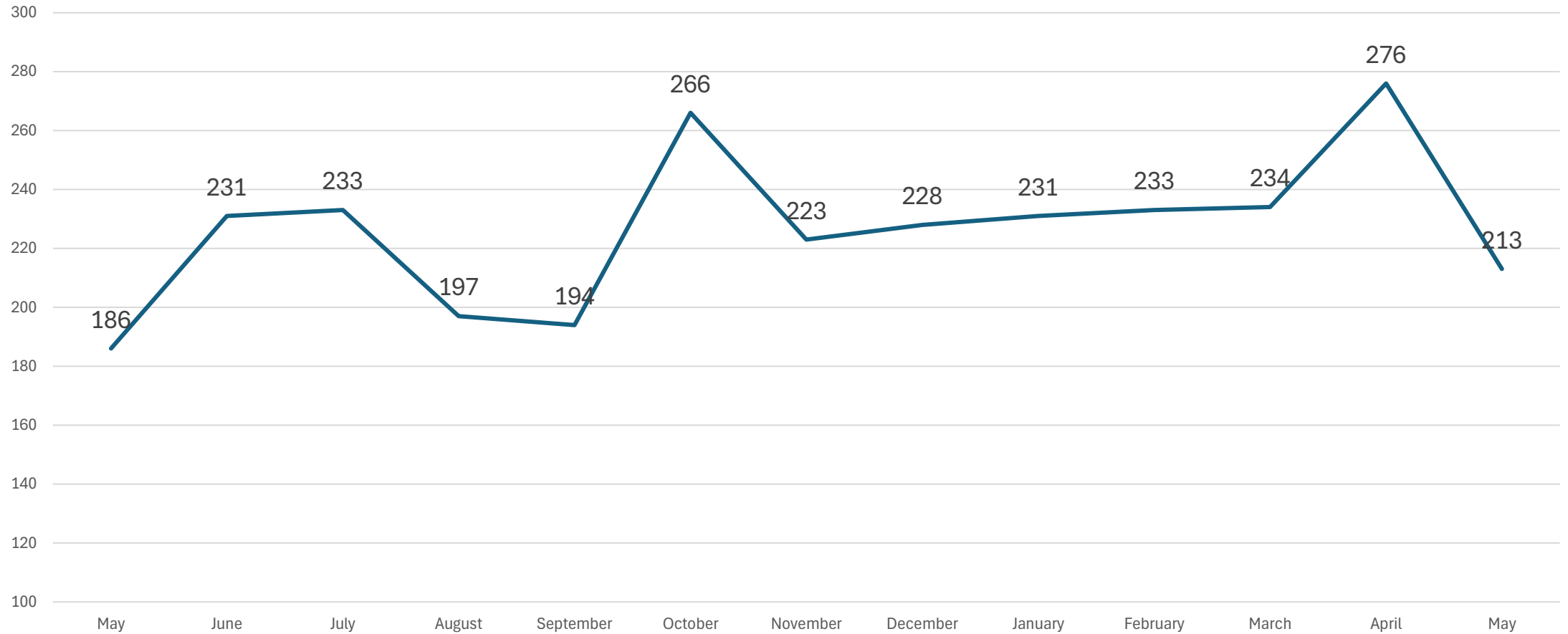


On Time Performance



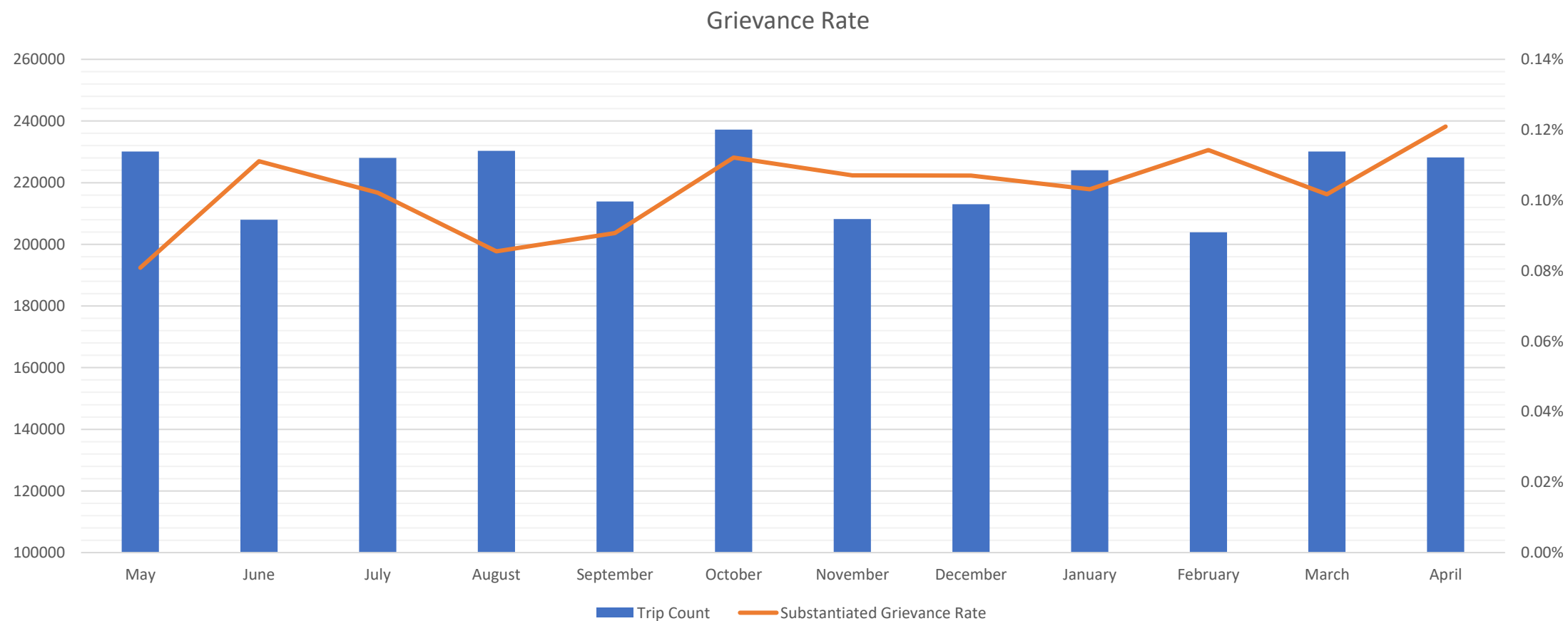


Complaints Substantiated





Substantiated Grievance Rate





Network Update – Transportation Providers



6 New providers signed a contract with MTM so far in 2025



There are 9 transportation providers who have applied to join the MTM network and are in various stages of onboarding.



MTM is working with a multi-state provider based in CT to supply daily rate vehicles in our challenging areas. Strategic sourcing team is currently reviewing data on how to best deploy this Transportation Provider.



The current active IDP count is 706 serving across different locations



Continuous Improvements



New Program Director, RJ Castagno. Currently onboarding and making connections with CT stakeholders and transportation providers



Secured a dedicated transportation provider for after school transport. Provider picks up staff from the program and then picks up children at their respective schools for transport to the program.



Weekly communication reminders to call center representatives on protocols related to scheduling urgent and life-sustaining trips under 48 hours.



Thank you