

Non-Emergency Medical Transportation



Non-Emergency Medical Transportation (NET) Overview

- NET brokerage system implemented August 2013 due to numerous compliance problems with the former fee for service system.
- Three brokers covering eight transportation regions:
 - Modivcare: Aroostook, Washington, Hancock, Androscoggin, Franklin, Oxford, York, & most of Cumberland
 - Penquis CAP: Penobscot, Piscataquis, Somerset, and Kennebec
 - Waldo CAP/MidCoast Connector: Waldo, Lincoln, Knox, Sagadahoc, and northern Cumberland
- Brokers contract with Maine based transportation providers, who provide the rides.
- Maine has the 5th highest utilization of NET in the nation, by population¹
 - 1.86 million rides. Prior to COVID pandemic, > 2 million/yr.
 - 27,158 unique members using NET in SFY24

¹CMS Report to Congress, NEMT 2018-2020

NEMT Transporters and Types of Transport

- Over 100 Maine based transporters from the private sector and some from the non-profit sector.
- Public Transportation, including buses, trains, and ferries.
- Mileage reimbursement for family, friends, volunteers, and self drive.
- Commercial taxis.
- Commercial airlines.
- Agency Vehicle: A multiple passenger vehicle operated by a public, private nonprofit, or private for-profit agency.
- Wheelchair transport.
- Uber/Lyft.

NEMT Funding

- State Fiscal Year 2026 Budget = \$81,329,786
 - Federal FMAP share is 61.29% or \$49,847,025.84
 - State share is 38.71% or \$31,482,760.16
- Payment rates for NET brokers are determined by an independent actuary per CMS rule.

Note: FMAP = Federal Medical Assistance Percentage. This changes every federal fiscal year and is calculated via a formula that takes into account, the average per capita income for each state relative to the national average.

NEMT Challenges

- Long distances from residence to healthcare providers. Rural public and private transit is limited or not available in many areas of Maine.
- Many healthcare facilities have closed or consolidated services, thus increasing length of trip. The longer a driver is on the road to one destination, the less ability to provide rides for others.
- 2,000+ rider no-shows/month, taking away drivers from other rides.
- Workforce shortages.
- Insurance costs are a barrier for increasing number of transporters and vehicles.
- Very high demand on the program, 5th highest in the country. No other New England state is in the top 10 for utilization. Cause: Aging population and lack of other low-cost transportation options.

NEMT Challenges for Transportation Coordination

- DHHS is required by federal and state rule to competitively procure NEMT services.
 - Federal Procurement Rules - 2 CFR Part 200 Subpart D § 200.318 General procurement standards.
 - (a) The non-Federal entity must have and use documented procurement procedures, consistent with State, local, and tribal laws and regulations and the standards of this section.....The non-Federal entity's documented procurement procedures must conform to the procurement standards identified in [§§ 200.317 through 200.327](#).
 - Maine Department of Administration and Financial Services Procurement laws and rules [DAFS Purchase Service Rules Ch 110 and 120](#)
- CMS Cost Effectiveness Requirements – shortest distance and lowest cost transport available.

NEMT Challenges for Transportation Coordination

- The Office of Management and Budget (OMB) Circular A-87
 - A cost is allocable to a particular cost objective if the goods or services involved are chargeable or assignable to such cost objective in accordance with relative benefits received.
 - All activities which benefit from the governmental unit's indirect cost, including unallowable activities and services donated to the governmental unit by third parties, will receive an appropriate allocation of indirect costs.
 - Any cost allocable to a particular Federal award or cost objective under the principles provided for in this Circular may not be charged to other Federal awards to overcome fund deficiencies, to avoid restrictions imposed by law or terms of the Federal awards, or for other reasons.

NEMT Opportunities

- Coordination of transportation could reduce “dead head” miles and increase efficiency of limited resources.
- Coordination of transportation could result in more revenue for Maine transporters to sustain and expand operations and maybe entice more companies and non-profits to become transporters.
- Maximizing use of vehicles and multi-passenger loading will reduce greenhouse gases by reducing number of individual or single purpose trips.



Thank you!

Questions? Comments?

Roger Bondeson

Associate Director,

Division of Operations

roger.bondeson@maine.gov

