



CCAM

Coordinating Council on
Access and Mobility

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*National Center for Mobility Management
(NCMM) Survey Analysis*

Centers for Medicare and Medicaid Services (CMS)

April 2019

CCAM

Introduction and Key Findings

Introduction

The National Center for Mobility Management (NCMM) conducted a survey to gather input from state and local stakeholders and to inform the strategic direction of the Coordinating Council on Access and Mobility (CCAM).

The NCMM survey:



Was designed to identify **promising practices, barriers, and challenges** around coordinated transportation



Reached **106 individuals** who work at providers and payers that serve Medicare or Medicaid beneficiaries¹



Was conducted from **June to November 2018**

This report analyzes a selection of the survey questions, considering only the responses from providers and payers that serve Medicare or Medicaid beneficiaries.

¹A total of 549 respondents completed at least part of the survey. During the data cleaning process, 22 responses were removed due to incomplete or low-quality responses. 527 respondents were included in the final overall analysis.

Note: The percentages in the figures throughout this report may not add to 100% due to rounding.

Key Findings

Benefits

Most of the surveyed CMS stakeholders see transportation coordination as beneficial to their organization.

86% say transportation coordination improves their organization's ability to serve constituents

69% believe coordination improves the cost-effectiveness of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 22% of surveyed CMS stakeholders agree they are incentivized to coordinate transportation services.**

Barriers

The surveyed CMS stakeholders face a wide variety of barriers when seeking to coordinate transportation.

At least 50% said each surveyed barrier makes coordination more difficult. The most frequently reported barriers are:

91%

Lack of available transportation

87%

Lack of cost-sharing arrangement or reimbursement structure

87%

Lack of time/staff

Participation

57% of the surveyed CMS stakeholders participate in at least one coordination activity. They most frequently participate in:

32% Coordinated transportation plan development

30% State, regional, or local coordinating councils

25% Grouping trips among recipients served by respondent's organization

Knowledge

Improvements can be made in the surveyed CMS stakeholders' understanding and awareness of coordination resources.

48%

Are aware of state and local coordination planning activities

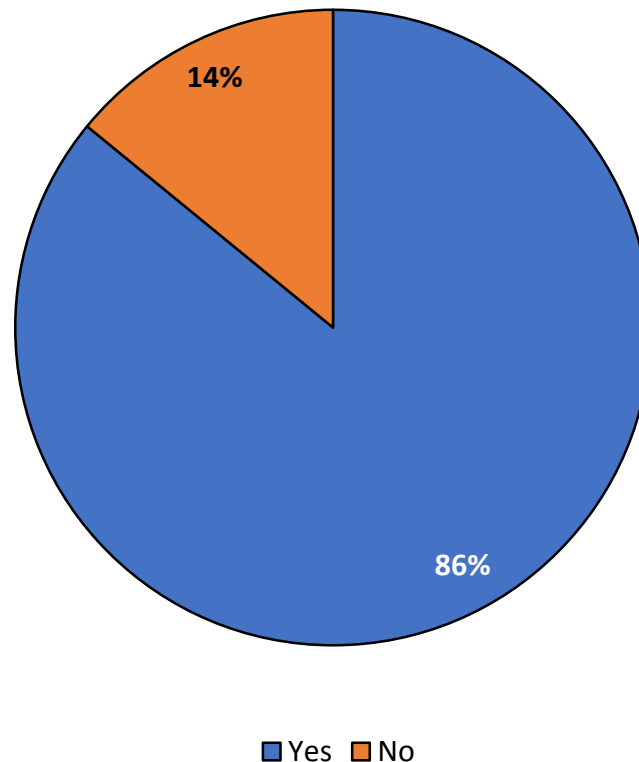
41%

Understand available federal funding sources

Selected Question Data

Figure 1: Usefulness of Transportation Coordination

Question: Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



Key Takeaway: Almost all of the surveyed CMS stakeholders believe that transportation coordination enhances their ability to serve constituents.

Figure 2: Transportation Coordination Activities

Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.

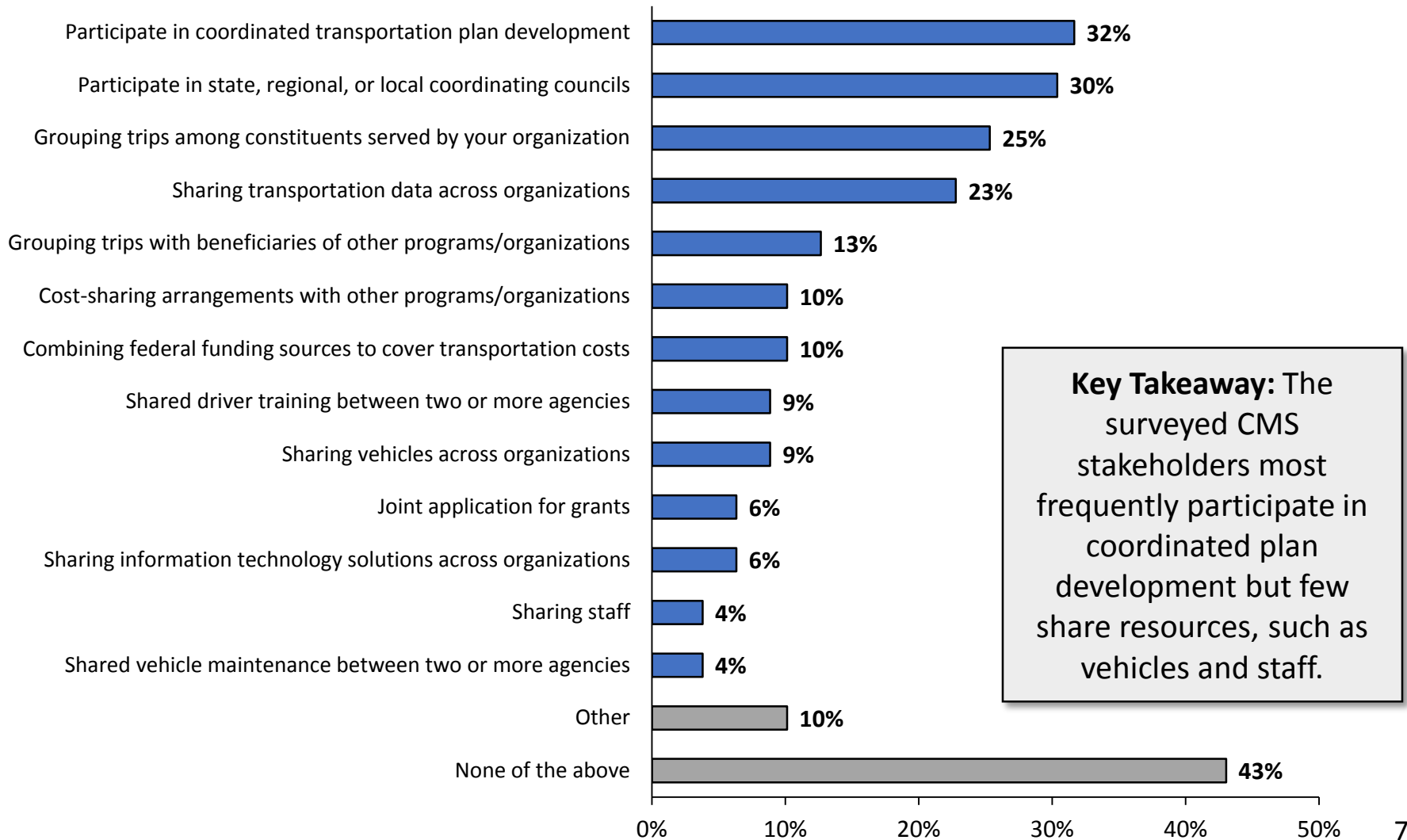
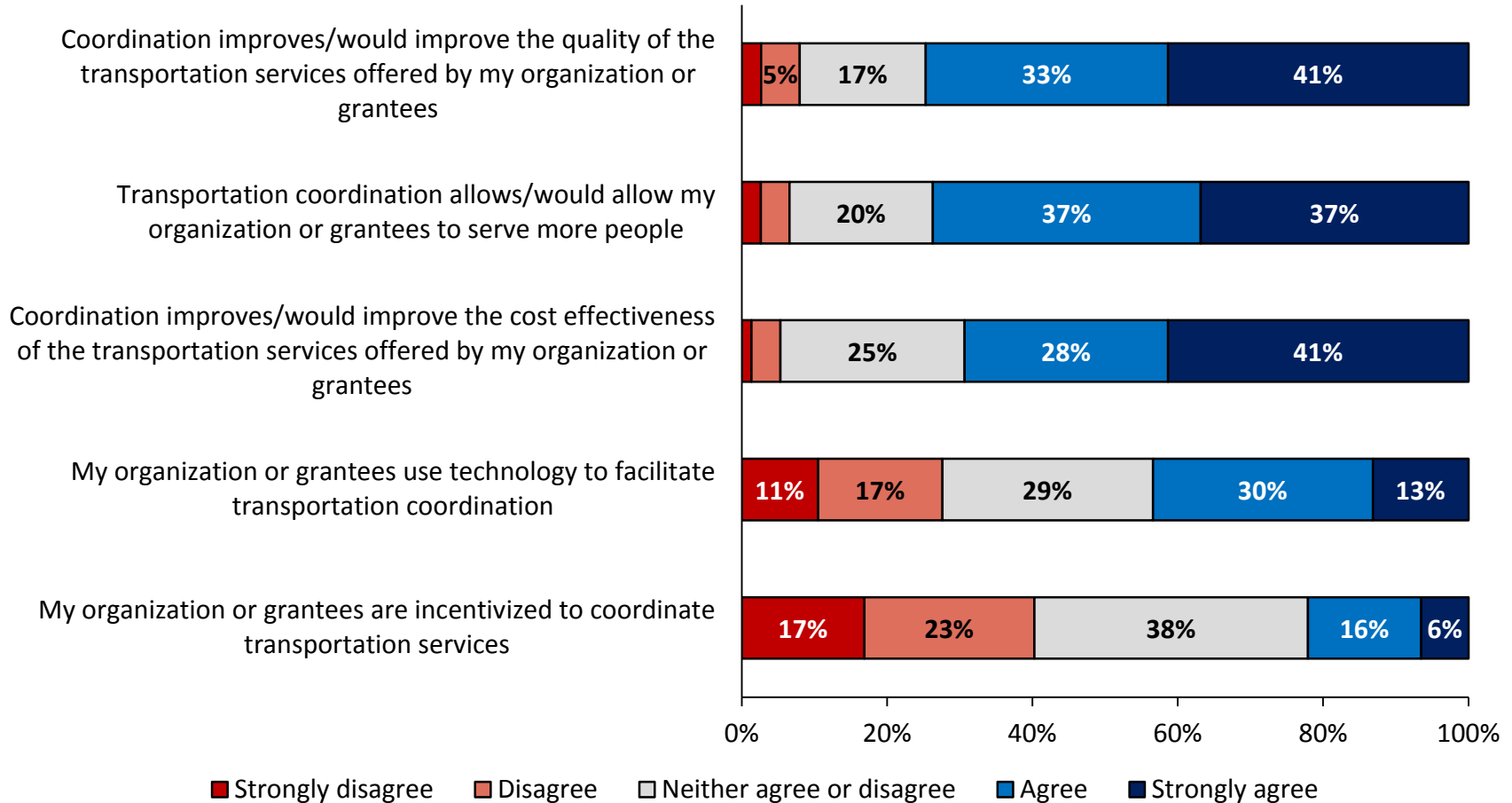


Figure 3: Transportation Coordination

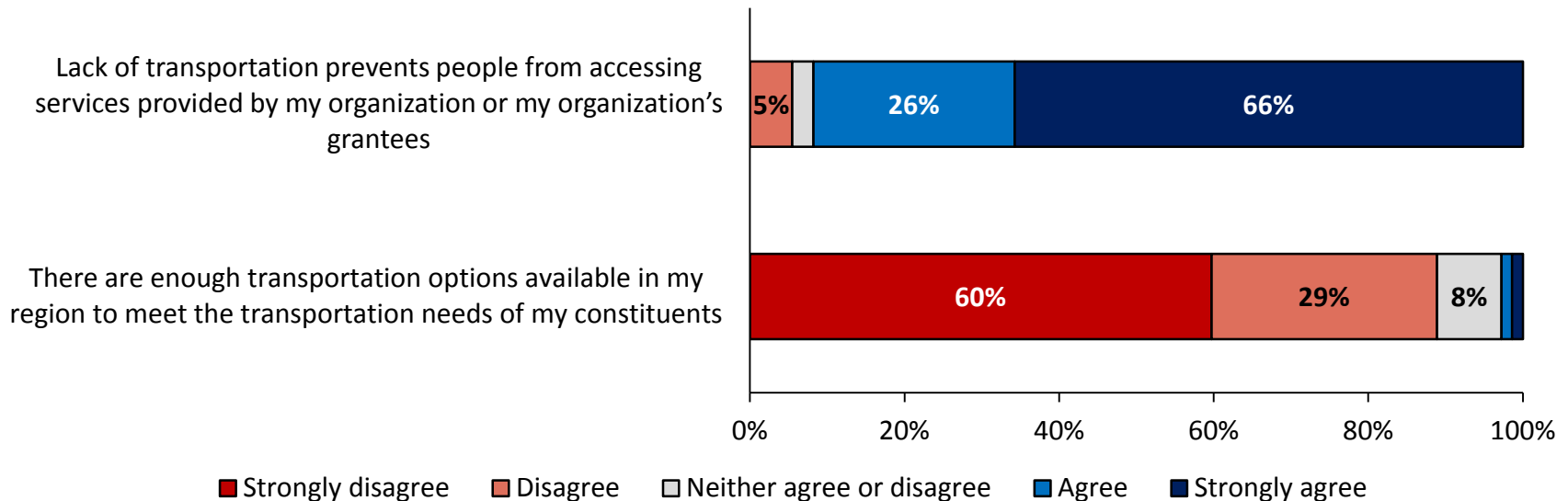
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Most of the surveyed CMS stakeholders believe that coordination improves service delivery, but only a fifth feel incentivized to implement coordination activities.

Figure 4: Availability

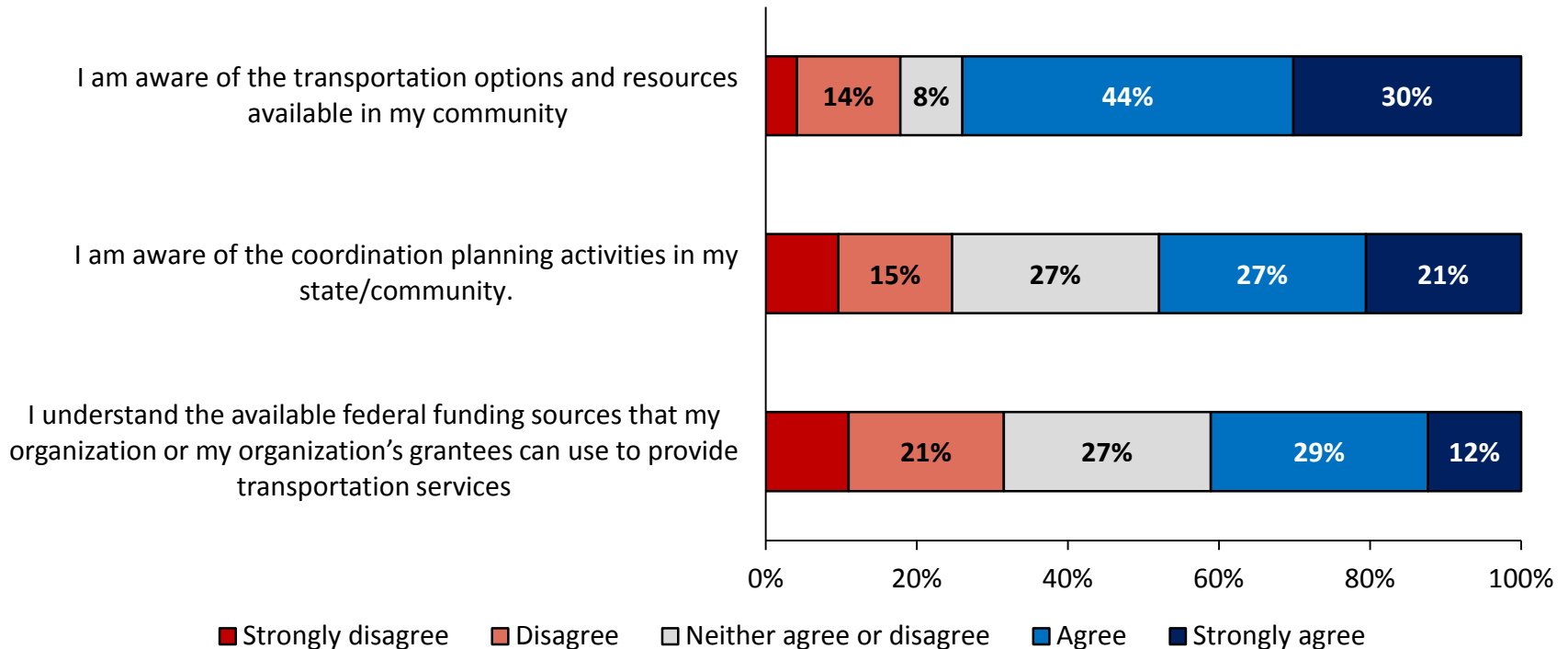
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Almost all of the surveyed CMS stakeholders believe that their communities lack sufficient transportation options, preventing people from accessing CMS-funded services.

Figure 5: Awareness

Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Most of the surveyed CMS stakeholders are aware of transportation options in their communities. However, less than half are aware of existing coordination activities or federal funding sources for transportation.

Figure 6: Potential Barriers to Transportation Coordination

Question: To what degree do you believe the following factors impact your organization’s ability to coordinate transportation services?

Rank	Barrier	Percentage
1	Lack of available transportation	91%
2	Lack of cost sharing arrangement or reimbursement structure	87%
3	Lack of time and/or staff	87%
4	State laws, regulations, and/or guidance	79%
5	Lack of transportation data	78%
6	Federal laws, regulations, and/or guidance	77%
7	Inability to secure local match funding	74%
8	Complexity of reporting or other administrative requirements	71%
9	Concerns about sharing vehicles	70%
10	Lack of enabling technology	68%
11	Concerns about grouping beneficiaries from different federal programs	64%

■ 0% □ 50% ■ 100%

Key Takeaway: Almost all of the surveyed CMS stakeholders experience a variety of factors that impede coordination. A lack of available transportation is the most common barrier to coordination.

n=65-68

Note: The figure above displays the sum of “Makes it much more difficult” and “Makes it somewhat difficult” responses.

What Respondents are Saying About Transportation Coordination

“We have vans across the state with empty seats going to health facilities. If we can fill the seats even though they aren’t necessarily a Medicaid recipient we can bridge the gap. It will help keep health care costs down by keeping trips from becoming emergent and enable the residents access to the health care they desperately need.”

“Most of the passengers we serve are the same people who receive other social services. Working as a team with other social service entities enables us to provide a ‘total package’ of needed services.”

“If transportation services were available for our patients they would be able to keep their treatment appointments.”

“Agencies believe, whether rightly or wrongly, they cannot ‘share’ funds to provide transportation services. If coordination continues to be promoted, federal laws, regulations, guidance, needs to require or encourage resource sharing at the state level. Then, presumably, the states will push that to the county level.”