



CCAM

Coordinating Council on
Access and Mobility

Medicaid NEMT Focus Group

Part B: NEMT Brokers

Coordinating Council on Access and Mobility

March 8, 2018

Teleconference: 1-866-285-7776

Access Code: 6357663

CCAM

Agenda



1. Welcome and Introductions
2. CCAM Background
3. Focus Group Information
4. Focus Group Discussion
5. Next Steps

Welcome and Introductions



Introductions

To help us get to know one another, please introduce yourself by sharing the following details.

- ❖ **Name**
- ❖ **Name of Organization/Agency**
- ❖ **Location**
- ❖ **Title**

CCAM Background



What is the CCAM?

The Coordinating Council on Access and Mobility (CCAM) is an interagency partnership established by Executive Order to coordinate the efforts of the federal agencies that fund transportation services for targeted populations.



Mission

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:



People with
Disabilities



Older Adults



Individuals
of Low Income



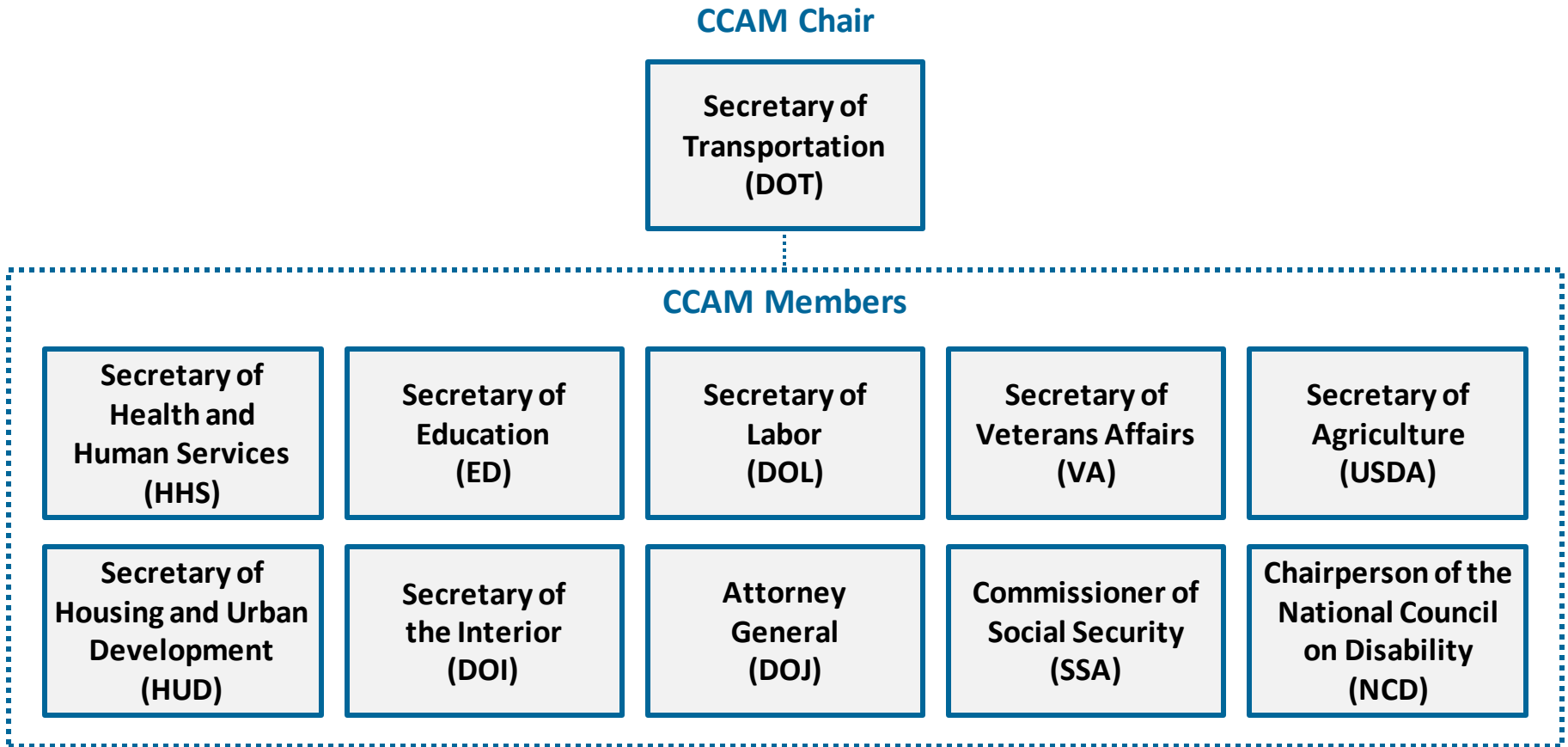
Vision

Equal access to coordinated transportation for all Americans

CCAM

Who serves on the CCAM?

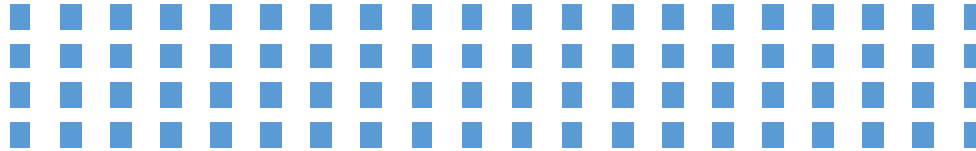
The CCAM consists of the following federal representatives or their designees.



Why is transportation coordination important?

Transportation coordination allows human service providers to assist more people in a cost-efficient manner.

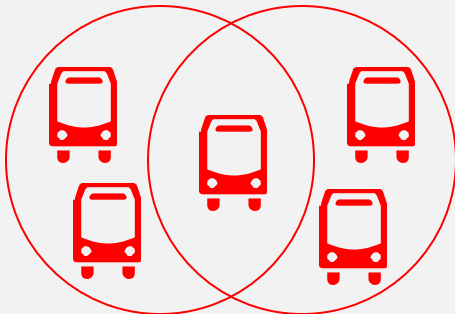
80 federal programs fund transportation for targeted populations...



*...but these programs are often **duplicative** and **fragmented**.*

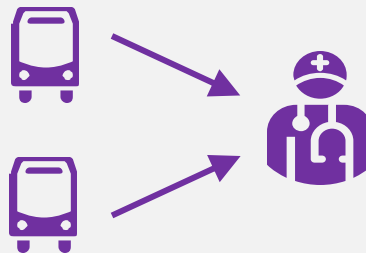
Coordinated transportation improves:

Efficiency



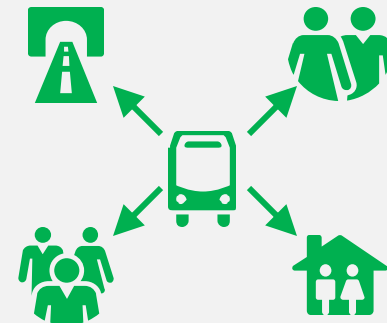
Funding recipients save program funds by sharing resources.

Accessibility



Funding recipients collaborate to provide more route options.

Availability



Streamlined policies allow programs to serve new people and regions.

What federal programs fund transportation?

Below is a sample of the 80 federal programs that may fund transportation services for people with disabilities, older adults, and individuals of low income.

Department of Health and Human Services

- Children's Health Insurance Program (CHIP)
- Medicaid
- Block Grant for Community Mental Health Services
- Centers for Independent Living (CILs)
- Older Americans Act (OAA) programs
- Health Center Program

Department of Labor

- Workforce Innovation and Opportunity Act (WIOA) programs
- JobCorps

Department of Agriculture

- Supplemental Nutrition Assistance Program (SNAP)
- Community Facilities Loan and Grant Program

Department of Veterans Affairs

- Veterans Transportation Program (VTP)
- Beneficiary Travel Service

Department of Transportation

- Formula Grants for Rural Areas
- Enhanced Mobility of Seniors and Individuals with Disabilities
- Urbanized Area Formula Program



Did you know?

If an organization receives funding from one of these programs, **a portion of the funds may be used for transportation services.**

Funding recipients may also be able to collaborate across these federal programs to provide more transportation options for the community.

Focus Group Information

Meeting Objectives and Outputs

Objectives



1. Understand the current state of NEMT within NEMT brokerages



2. Identify barriers to transportation coordination for NEMT brokers



3. Understand how brokers can develop innovative coordination practices

Outputs

- Transportation coordination barriers and opportunities to be addressed by federal-level working groups
- Documented promising practices and lessons learned

Focus Group Discussion Ground Rules

The ground rules for focus group participants are designed to promote open and considerate discussion.

1. Speak candidly
2. Listen actively and attentively
3. Ask for clarification if you are confused
4. Take responsibility for the quality of the discussion
5. Build on one another's comments
6. Avoid monopolizing the discussion
7. Speak from your own experience, without generalizing
8. Announce your name before speaking
9. Keep discussions confidential

Focus Group Discussion

Tell us about your organization.

1. Does your organization provide brokerage services for managed care organization (MCO) beneficiaries? Fee-for-service (FFS) beneficiaries?
2. Does your organization have contracts with MCOs? The state Medicaid agency?
3. In what geographic area does your organization operate?



Objective 1: Understand the current state of NEMT

Discussion topics for this objective include:

- 1.1 Referrals
- 1.2 Other Transportation Programs
- 1.3 Transportation Data
- 1.4 Costs and Reimbursement



Objective 1.1: Referrals

1. How do you determine which transportation provider to use for a given beneficiary?
2. Do you group beneficiary trips?



Objective 1.2: Other Transportation Programs

1. How often do you refer Medicaid beneficiaries to ADA paratransit provided by a transit agency?
2. What other types of organizations provide transportation services for your clients?



Objective 1.2: Other Transportation Programs

1. Do you provide brokerage services for other programs?
2. Do your transportation providers also provide services for other federally funded transportation programs?



Objective 1.3: Transportation Data

1. How does your organization track and use transportation data?
2. What are the barriers to collecting and analyzing transportation data?



Objective 1.4: Costs and Reimbursement

1. How does your organization receive payment for services provided?
2. If a beneficiary is eligible for multiple transportation services, how are costs allocated to each program?



Objective 2: Identify barriers to transportation coordination for NEMT providers

Discussion topics for this objective include:

2.1 Coordination Challenges



Objective 2.1: Coordination Challenges

1. What are the challenges encountered when grouping trips?
2. What barriers prevent your organization from coordinating brokerage services with other transportation programs?
 - Contractual barriers
 - Legal and regulatory barriers
 - Administrative and procedural barriers
3. What barriers might prevent your transportation providers from coordinating with other transportation programs?
 - Contractual barriers
 - Legal and regulatory barriers
 - Administrative and procedural barriers



Objective 3: Understand how NEMT providers can develop innovative coordination practices

Discussion topics for this objective include:

3.1 Coordination Incentives

3.2 Coordination Technologies

3.3 Coordinated Planning



Objective 3.1 Coordination Incentives

1. Are there incentives for your organization to coordinate with other transportation programs?
2. Do you encourage transportation providers to share trips, resources, vehicles, etc. across different federally funded transportation programs (e.g., Veterans transportation, ADA paratransit, area agencies on aging)?



Objective 3.2: Coordination Technologies

1. How does your organization optimize scheduling and route efficiencies?
2. Does your organization use a software that identifies opportunities to coordinate rides?



Objective 3.3: Coordinated Planning

1. Does your organization participate in a state, regional, or local coordinating council?
2. Does your organization participate in coordinated transportation planning?

Next Steps and Closing

Next Steps

1. Email the contacts below with any additional feedback.
2. Follow CCAM progress at www.transit.dot.gov/CCAM.

FTA Contact Information

CCAM Inbox

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