



Consumer Council System of Maine
A Voice for Consumers of Mental Health Services

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CCSM Issues Committee Concept Draft: MaineCare Transportation Brokers

Over the many years that the CCSM has been gathering feedback on issues, MaineCare's transportation system has been routinely brought to our attention. We are working on several issue statements that will address very specific topics in relation to transportation. This concept draft is specifically addressing the issues we hear that are connected to the sub contracted providers that do the actual transportation provision. This is not specific to one provider but we hear this all over the State. The issues we are hearing routinely but not limited to are:

- No show of transportation provider for both pick up at the home and at the appointment to return home.
- Late pick up and drop offs on both rides
- Lack of communication about changes to rides
- Lack of education around how to navigate the complaint process

To submit feedback, ideas or a personal story relating to this issue statement, please send to the CCSM either by mail at: 219 Capitol St. Suite 7 Augusta, ME 04330 or email at vmccarty@maineccsm.org

DEADLINE TO RESPOND June 8th, 2022

Thank you.
