



CCSM Issues Development Subcommittee Final Board Approved 08-26-2022

MaineCare Transportation Brokers

The Issue:

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 issue statement specifically addresses the issues we hear that are connected to the sub-contracted providers that do the actual transportation ride provision. This is not specific to one provider, but we hear this all over the State. The issues we are hearing routinely, but are not limited to the following:

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

Recommendations:

1. Modivcare's website should have a button at the top of their page that goes directly to a simple complaint process and forms. It should be uniform with a centralized place not with the subcontractor.
2. Modivcare needs to have a complaints report that can be easily seen on their website. Data needs to be transparent for all to see.
3. Modivcare should have an advisory council that is made up primarily of service users to advise on systems related issues and meet at least 4 times a year. We recommend that the advisory council review written materials and notifications before being sent to service users. The council should review the program data including complaints.
4. DHHS is responsible as the payer of this multi-million-dollar contract. They currently rely solely on subcontractors' reports. DHHS needs to provide hands-on management and oversight of the contract to help them identify and correct service user issues.
5. There needs to be an overhaul of the rules around no shows. For example, a driver could put someone down as a no show without the rider's knowledge. The person could be penalized, and it wouldn't necessarily be the rider's fault. Policies need to be sent to service users around the expectations when they start services, so they know the policies and rules. People should know how



to access their due process rights. This should be sent out yearly to remind the individual of the policies and procedures.

6. Disability Rights Maine should have a role in supporting the investigation of complaints by service users and assist in the complaint process.
7. There needs to be more questions when rides are set up around mobility assistance and devices needed. We have heard that a driver refused to transport an individual using a wheelchair.
8. Communication is very important between drivers and riders. A phone app would also help riders knowing where drivers are or if issues arise. If no smart phone is available, they need to use whatever communication system the rider has available to them.
9. Transportation providers should have sensitivity and communication training. The riders should develop said training and be given support to develop a curriculum to be used. Refreshers should happen yearly.

Expected Outcomes:

People should be able to depend on the rides needed to transport them to important MaineCare services. The system that Maine contracts with should be simple for people to access and use. When issues arise, there should be an easy way to file complaints and seek resolution to their issues. There needs to be a way to inform people of the policies, procedures, and the processes in place for complaints to be resolved.
