

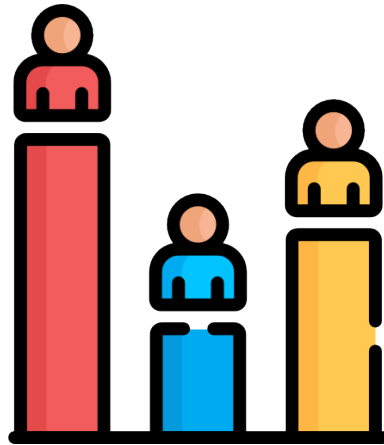


# Rethinking I/DD Transportation Services During the COVID-19 Era

Administration for Community Living

September 30, 2020  
3:00 – 4:30 PM EST

# Poll



# Opening Remarks



**Lance Robertson**

Administrator of the  
Administration for  
Community Living

Assistant Secretary for  
Aging

# Agenda

- Transportation Background
- Impact of COVID
- Funding
- Self-Directed Services
- Speaker Spotlights
- Future of Transportation
- ACL's Transportation Program
- Q&A

# Transportation Background

**1** Transportation is a social determinant of health

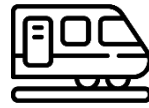
**2** Transportation is a critical link to employment, health, and community

**3** Lack of access to transportation results in isolation and poor health outcomes

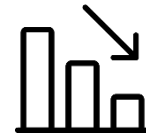
# Impact of COVID



**COVID-19 has exacerbated existing issues within the realm of transportation**



**Significant impact to public transportation**



**Dramatic reduction in transportation services available**

# Common Funding Sources

## Federal Transit Administration

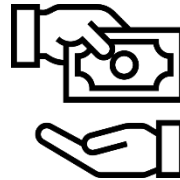
Sections 5307,  
5310, 5311, and  
5316

## CARES Act

## Medicaid

Medical and  
Non-Medical  
Transportation

## State plans

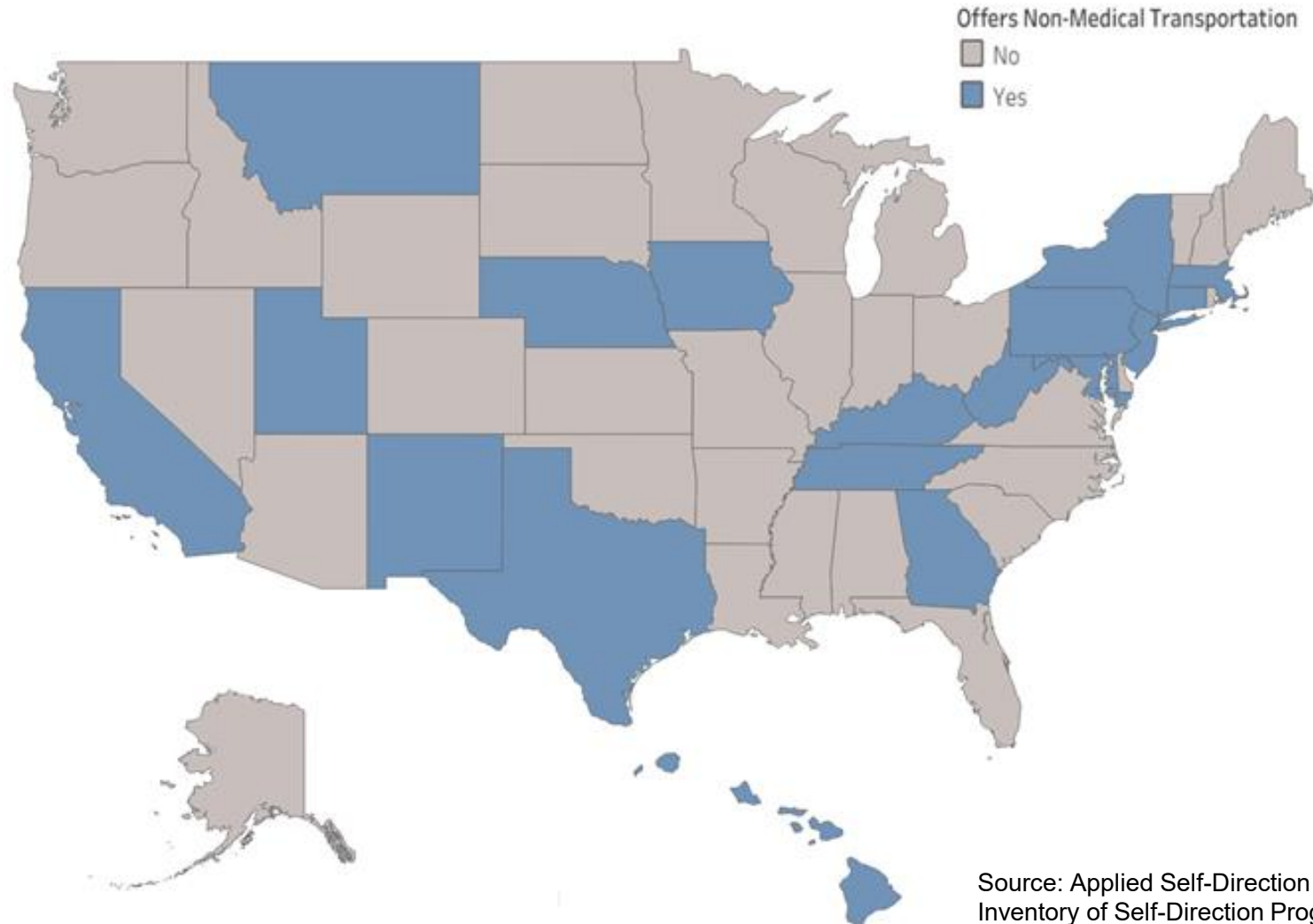


# Self-Direction

The map on the following slide shows states with 1915(c) waivers offering self-directed non-medical transportation as a stand-alone service for individuals with I/DD in 2019



# Understanding the Pre-COVID Medicaid Funded Self-Directed Transportation Landscape

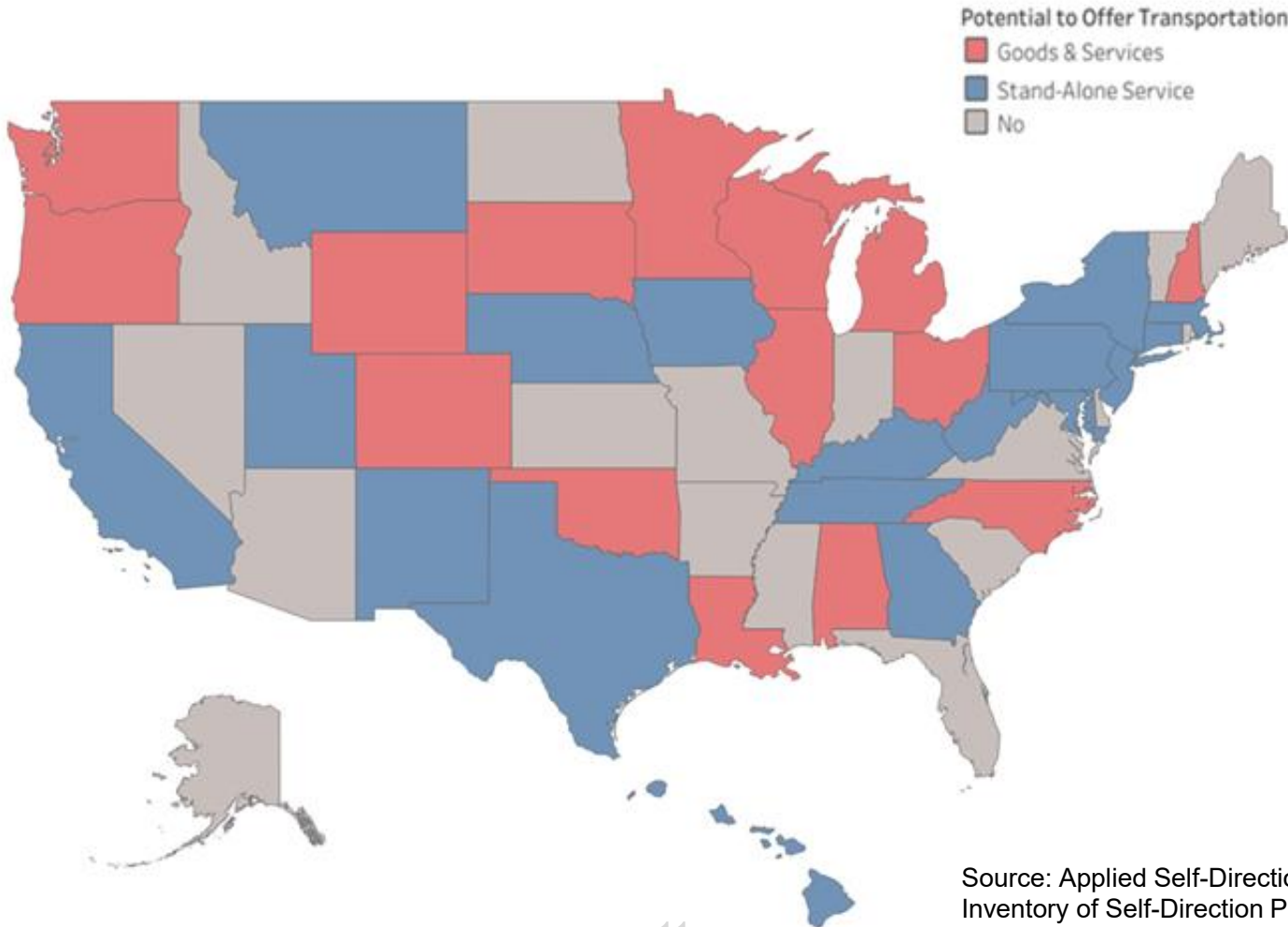


Source: Applied Self-Direction National Inventory of Self-Direction Programs, 2019

# Understanding the Pre-COVID Self-Directed Transportation Landscape

- In many states, participants can purchase transportation as part of an individual-directed goods and services benefit in which participants can use waiver dollars to purchase items and miscellaneous services that help them manage their disability and improve their community integration
  - In these cases, transportation would not be included in the waiver as a stand-alone service
  - Transportation can also be provided as part of personal care and other self-directed waiver services

# Understanding the Pre-COVID Medicaid Funded Self-Directed Transportation Landscape



Source: Applied Self-Direction National Inventory of Self-Direction Programs, 2019



# Virginia Department of Medical Assistance Services (DMAS)

Fee For Service and Managed Care Organizations NEMT  
Programs

Bill Zieser, Manager Transportation Services Unit

# Agenda

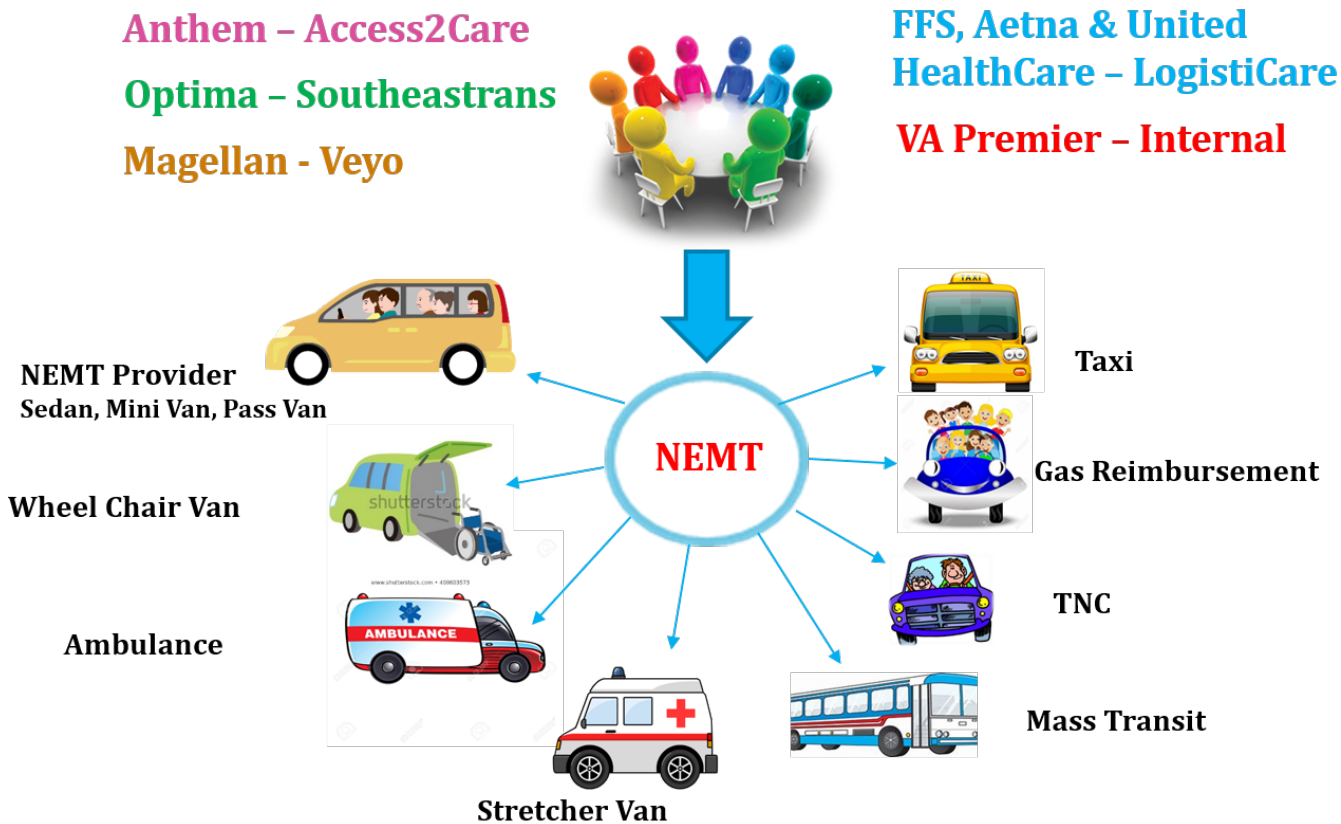
- DMAS NEMT Programs
- FFS and MCO NEMT Programs
- COVID-19 Pandemic & NEMT Transportation
- DMAS had to Relax or Recreate NEMT Requirements
- COVID-19 Updates for Transportation Providers
- Other COVID-19 Operational Information
- DATA and Software
- TIMS System NEMT Software Requirements
- DMAS Access to all FFS NEMT Program Information
- Leverage Transportation Network Companies
- FFS Payment and Contract Management

# DMAS NEMT Programs

- DMAS Serves 1.5 Million Medicaid Members
  - Includes 462,675 Medicaid Expansion Members
- ID/D Waiver NEMT Services
  - FFS NEMT transports to their waived services
    - Community Living (CL) waiver - 11,347 Members
    - Building Independence (BI) Waiver - 309 Members
    - Family and Individual Support (FIS) - 2,377 Members
  - MCO NEMT Programs transport ID/D Members to their acute care
- DMAS has Seven NEMT Programs
  - FFS NEMT Program serves an Average Population of 97,311
  - Six Managed Care Organizations (MCO)
    - Each MCO has their own NEMT Program
    - Includes MCO two contacts – CCC Plus and Medallion 4.0
    - Includes CCC Plus Waiver Transports (EDCD & Tech Waivers)

# DMAS FFS and MCO NEMT Programs

The chart below illustrates who are the successful partners of DMAS FFS & MCO NEMT Programs and the types of transportation providers and services it takes to make all DMAS NEMT Programs a success



# COVID-19 Pandemic and NEMT Transportation

- Partnering of all Seven NEMT Programs to Redesign of Virginia's NEMT Program taking into consideration CDC Guidelines and Governor's Northam's Executive Orders
- Effects of COVID-19 on NEMT programs
  - Prior COVID 19 all NEMT Programs were on track to complete 7 million trips
  - ID/D Trip Totals in 2<sup>nd</sup> quarter were only 13% compare to 1<sup>st</sup> quarter of 2020
  - Total NEMT Program trip totals – March 24, 2020 to Sept 4, 2020 are 64.53% of normal total trips
- Weekly COVID-19 Conference Calls with all Seven NEMT Program Representatives
- Agreed to COVID-19 Transport Criteria, Policies and Procedures
  - DMAS, MCOs, and Transportation Brokers working together
- New recommended vehicle seating recommendations for all vehicle types
- Shared Information
  - Changes in CDC guidelines and Governor Northam's Executive Orders
  - Create email list of all 77 NEMT Representatives
  - Shared Best Practices from all NEMT Programs
  - Shared Best Practices of Agency and Facility COVID 19 Opening Criteria in ABM
  - Published list of Agencies, Facilities and Supported Employment Sites that service ID/D Members (as of September 22, 2020)
    - Closed Facilities - 317
    - Open Facilities – 50
    - Facilities that opened then closed -11



# DMAS had to Relax or Recreate NEMT Requirements

- Member Signatures
  - Members gave DOB to driver who wrote it on manifest instead of signing manifests (prevented driver/member exposure)
- Medical offices closed office waiting rooms therefore modified driver requirements so drivers had to wait
- Virtual vehicle inspections
- Virtual driver training
- Virtual Advisory Board and Provider Meetings
- Modified Member IVR Reservation call scrip to ask COVID 19 questions (i.e. press 1 if you have COVID19, etc...)
- Modified Provider Assistance Line - IVR to route COVID-19 related calls to designated routers for special assistance and guidance

# COVID-19 Updates for Transportation Providers

- Transportation Providers (TP) are required to ensure all drivers and attendants wear a mask or face covering
- Conducting driver COVID 19 symptom checks prior to allowing them to transport each day
- TPs should be transporting Members individually if possible and/or distancing in the vehicles
- Vehicles sanitized after each trip and the end of the day

# Other COVID-19 Operational Information

- Weekly Operations Meeting with LogistiCare to discuss COVID 19 Transports and updates on overall operations for the week
  - COVID 19 Transports
  - Staff Updates
  - Successes
  - DMAS, ID/D, MedEx, Lyft Trends
  - Unfilled Trips
  - Top 5 Providers who had complaints
  - Unassigned standing orders
  - Other updates as requested
- The sign above is in the process of being added to the door of each FFS NEMT Vehicle



# DMAS Transportation COVID 19 Message to All

- *“We all Thank You for adapting your procedures to meet the new ever changing conditions and needs of our Members.”*



# Data and Software

- Contracting Requirements
  - Ensure NEMT software, encounter, provider, driver, vehicle requirements are the same across all FFS and MCO NEMT contract requirements
- NEMT Encounter Data
  - Encounter data requirements are the same for FFS and MCO contracts.
  - Includes Emergency Air and Emergency and Non Emergency Ground Ambulance and all NEMT Services
  - Able to collect trip data for each Member
    - On time performance – scheduled & actual drop off times
    - Facility locations
    - Number of trip legs and trip type to include all data (i.e. name of provider, number of miles, amount paid, transportation HCPCS Codes)

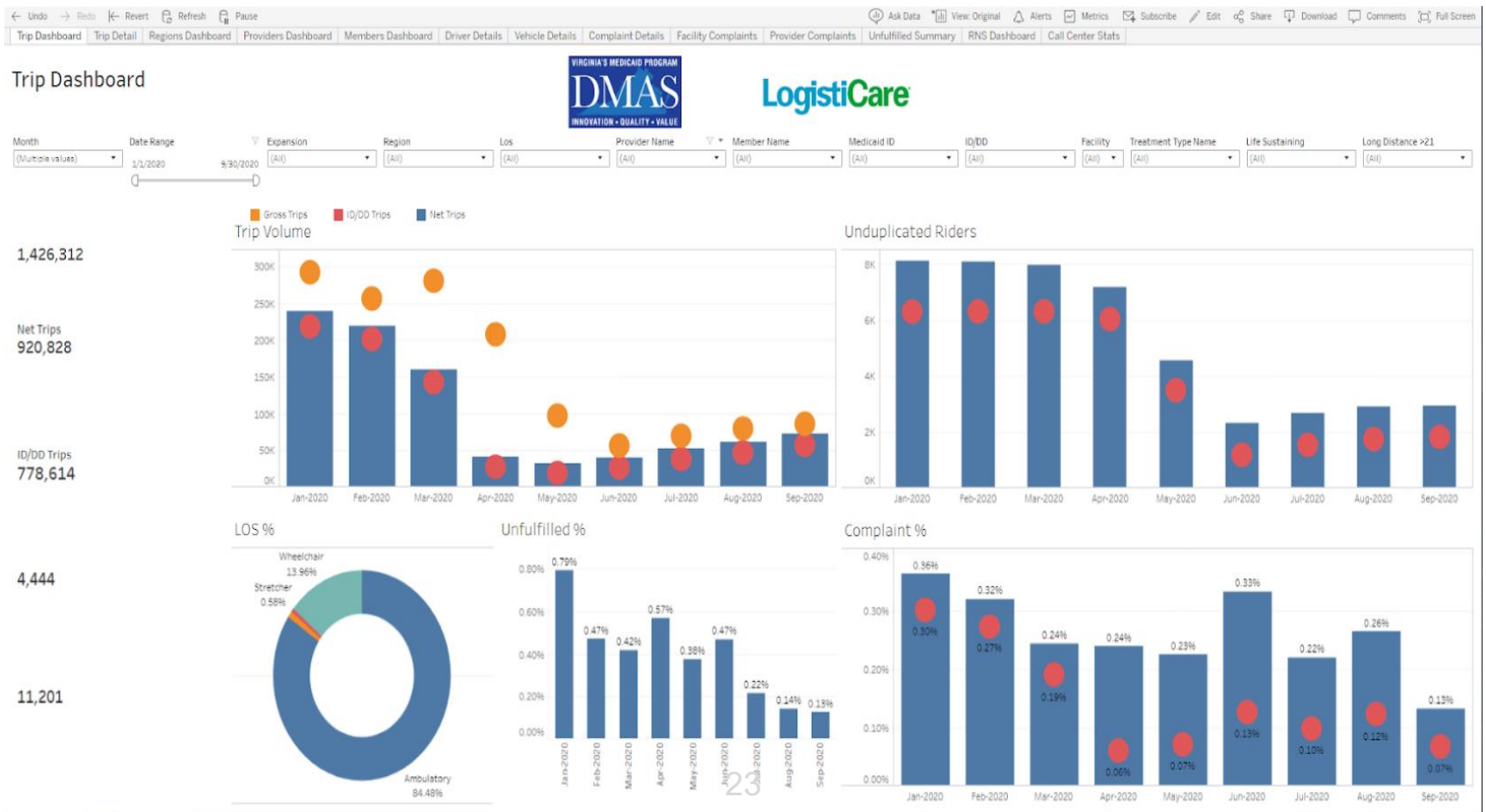
# VA Transportation Information Management System (TIMS) NEMT Software Requirements

- Optimized Automated Scheduling
  - Include automated provider manifest download, billing & GPS tracking
  - Automated suggested trip assignment based on quality, price, and distance
  - Able to access hospital discharge software to streamline hospital discharges
- Member Information Management
- Transportation Network Management & Support
- Reporting –including ad hoc reports when requested
- Import, Export, Collect Data and Files
  - Submit encounter data
  - Stores data for accurate reporting of support efficiencies in monitoring contract
  - Imports eligibility file(s)
- Provide HIPAA compliant web based electronic portal for Members and Facilities to access (i.e. [Transportation.DMAS.Virginia.gov](http://Transportation.DMAS.Virginia.gov))
- Member Apps – make reservations, cancel trips, able track vehicle location by GPS



# DMAS Access to all FFS NEMT Program Information

- DMAS FFS NEMT Program Information – LogistiCare’s Tableau
  - Inquiries by Date Range, Region, Level of Service, Provider Name, by Member ID, Treatment Type, Life Sustaining Trips, Long Distance, Facility Trip information, Complaints, Info by Member, Transport Information by Program (i.e. All FFS Trips, ID/D, Medicaid Expansion) – Gross and Net Trip Totals



# Leverage Transportation Network Companies (TNCs)

- *Added 462,675 Medicaid Expansion Members and they all receive the transportation benefit*
- **DMAS and LogistiCare Conducted a Lyft Pilot**
  - Fourteen Month Pilot
    - Completed 37,981 total trips for 2,275 Unduplicated Members
    - following very strict exceptions and guidelines of the total we had 602 ID/D Members taking 16,772 trips
  - Designed Rider Expectations List
  - Command Center monitored all Lyft Trips 24/7
  - Extensive broker employee call center and scheduling training
- **DMAS Approved TNCs into Two Types**
  - Each TNC Type had Member Exceptions List
    - Lyft, Uber, UZURV, and Veyo's Independent Driver Program
- **TNC Success**
  - Prior to COVID 19 TNC weekly trips averaged 9,444
  - Currently TNC complete 3,585 trips per week or 37.9%



# FFS Payment and Contract Management

- **FFS NEMT Contract Payment**

- Per Member Per Month (PMPM)
- PMPM is made up of Twelve Rate Cells
  - Each rate cell cost includes
    - Administration Cost – RFP bid
    - Service Cost – Agency provided

- **DMAS Transportation Management Services Unit**

- Office Staff
  - Monitors FFS Contract
  - Intake of all FFS and MCO NEMT Communications including Complaints
  - Assist other Units with NEMT questions, concerns and contract language
  - Member of DMAS Encounter Team – SME Transportation Encounters
- Field Monitoring – Supervisor and five Field Monitors



## FFS NEMT Contractual Service Level Agreements

- Unfulfilled trips had graduated penalties
- Hospital Discharges <95% on time and over the 3 hour window
- Late Incident and Accident reports totaled
- Vehicles not inspected within every 6 month requirement
- Reports were delivered late to DMAS
- Drivers found not trained
- Call Center statistics
  - less than 5% Abandonment Rate
  - Wait time
  - Blocked calls
- Data submitted on time according to Data Quality Score Card
- Complaints more than .85% graduated penalties
- Provider Prompt Pay
- Key Staff Positions filled less than 90 days
- Same day Non-Emergency Urgent
- Recurring Appointments scheduled
- Encounters Data Quality Score Card

# Contact for Questions

- Presenter: Bill Zieser
- Email: [Bill.Zieser@DMAS.Virginia.gov](mailto:Bill.Zieser@DMAS.Virginia.gov)
- DMAS websites:
  - <http://DMAS.Virginia.gov>
  - <http://transportation.dmas.virginia.gov>





# Freedom Road Transportation

Karen Boice

Executive Director

# How the Core Program Works

- Interested person calls in to find out more about program and clarify any information
- Eligibility of Applicant is determined through a series of questions on Applications:
  - Residency (Oakland, Macomb, Wayne, and Washtenaw counties)
  - Income (\$22k or lower)
  - Seniors (60 or older)
  - Disabled (Varies)
- Application is taken over the phone and proper paperwork is sent for further verification

# Key Components of the Program

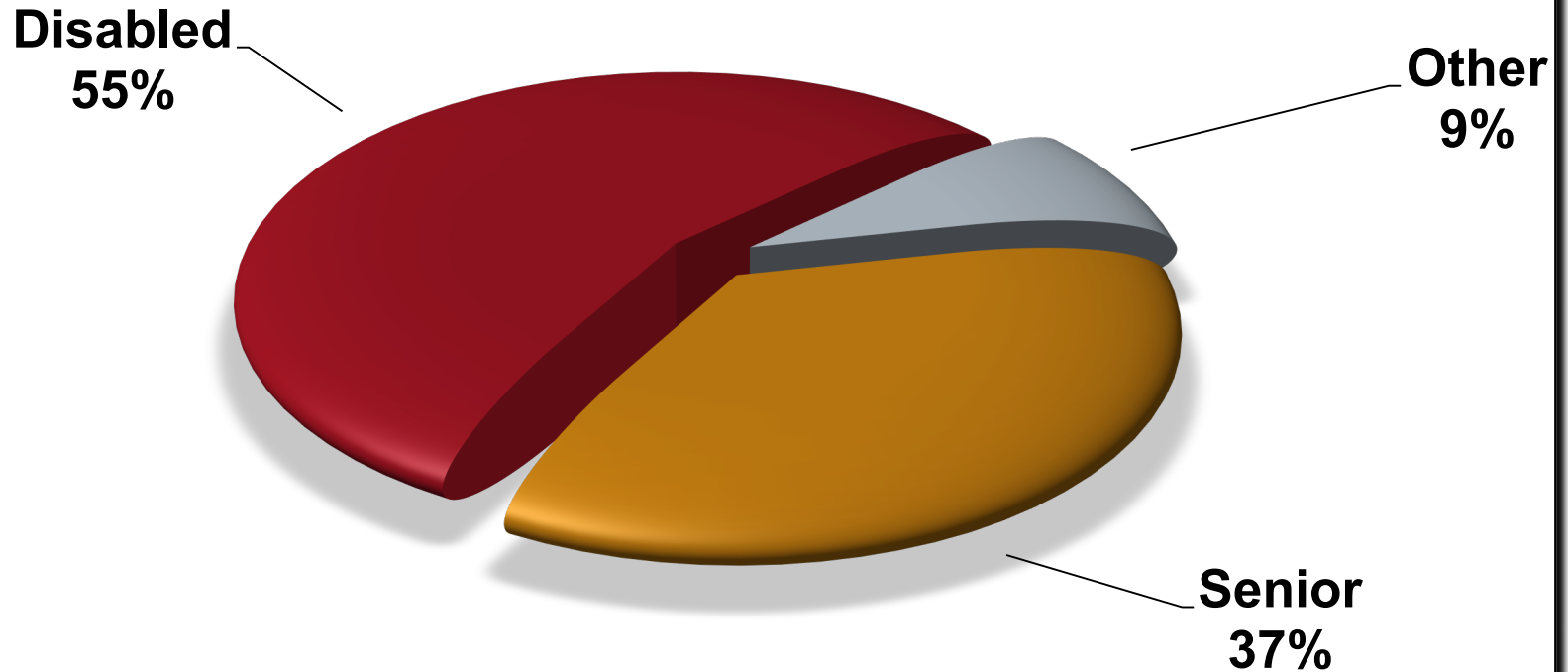
- Riders find their own driver
- We provide funds to pay drivers up to 200 miles per month at .55 cents per mile
  - Mileage reimbursement is not considered income & does not interfere with Social Security or other Benefits
- Approved Riders must arrange travel with their volunteer drivers
- Volunteer drivers must file a form stating who
- they are and who they are driving for
- Riders travel with drivers as mutually agreed

# Additional Key Components of the Program

- Mileage reimbursement forms are submitted at month's end by a certain day (*for FRT it is on or before the 5th of the following month*).
- Detailed data is entered for each reimbursement form. Software calculates mileage for each trip.
- Mileage checks are issued and mailed to the proper payee.

# Current Data: Demographics

FRT Current 2020 Data – 113 Riders



# Designed Around User-Friendly Qualities

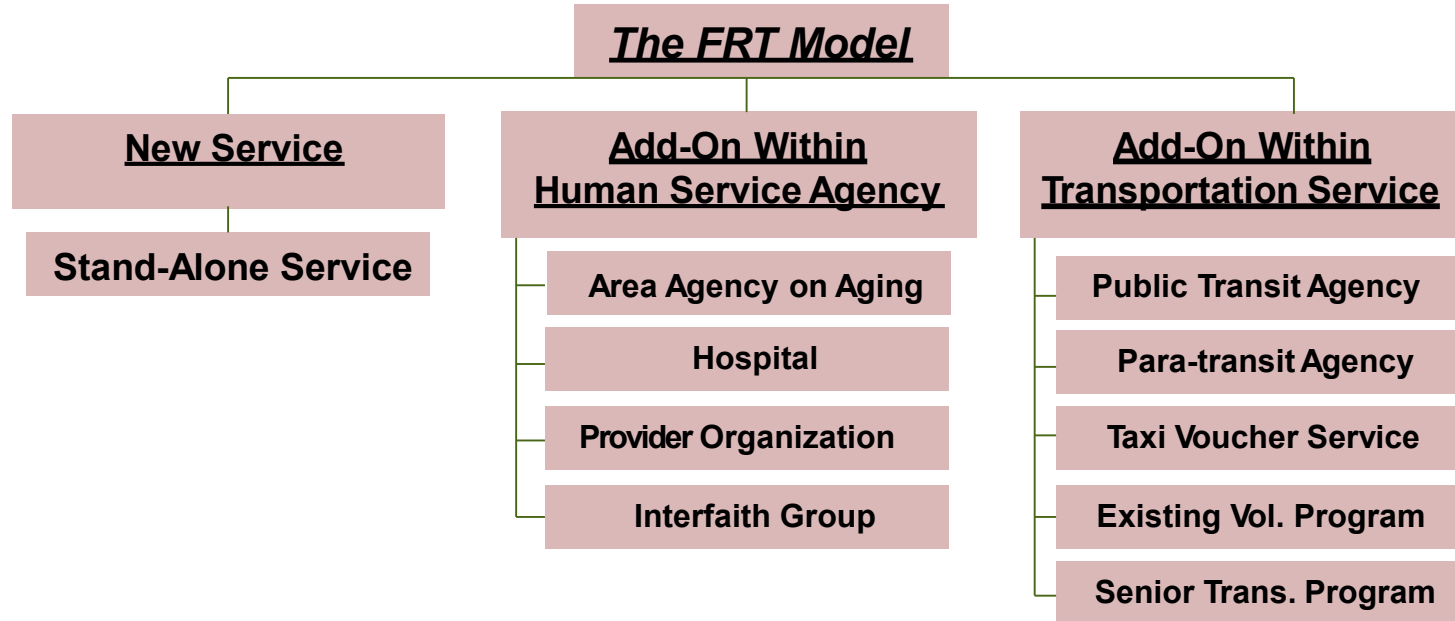
- Personal vehicles are used
- A no-cost service to riders
- It is available 24 hours a day, 7 days a week
- No advance scheduling is required
- Travel is possible between cities without transfer or inconvenience
- A volunteer driver makes each trip with their rider, assisting them as necessary and required.
- Riders receive mileage reimbursement, which they pay to their drivers which is not considered income.



# Innovative Model Creates 5 Progressive Assumptions

- When riders recruit their own drivers, **they feel empowered.**
- When riders have something to offer family, friends and neighbors, **they feel more comfortable asking for trips.**
- When drivers are reimbursed for their travel, **drivers will be more likely to provide rides over an extended period.**
- When family, friends and neighbors use their own automobiles, **the need to purchase and maintain vehicles by the program is eliminated.**
- When passengers and drivers can schedule their own rides, **staffing and infrastructure are significantly reduced.**

## How Can The Model Be Adapted?



**FRT can be implemented in rural as well as urban and suburban communities – Whatever the organizing approach, FRT is designed as a dynamic and flexible model that can be adapted within any community.**

# Future of the Road

- Develop a Statewide Model – further expand across the state.
- Phone Apps – web and smartphone use for services
- Grant/Progressive Funding - successful/perpetual
- Current Expansion plan includes Van services for partners to expand outreach.
- NEMT Transportation Provider for Medicaid
- Immediate enrollment, no waiting!

# What Our Riders Say

“Thank you for the warm birthday wishes. May I also add, it is I who thanks you for your help with my transportation needs. It has helped me maintain something very important to me - my dignity.” ~ Susan

“I really appreciate all your help, it would have cost me over \$150 for taxi service this month. Thanks for helping me.” ~Charlotte

# Contact

**Freedom Road Transportation Authority**

**Karen Boice**

boicefirt@gmail.com

248.232.1259

[www.freedomROADtransportation.org](http://www.freedomROADtransportation.org)



# Delaware Division of Developmental Disabilities Services

Jennifer Garcias

Director of Day Services and Transition



# Mission

Valuing persons with intellectual and developmental disabilities, honoring abilities, respecting choice, achieving possibilities..... working together to support healthy, safe and fulfilling lives.



# Pathways to Employment (PTE) 1915(i)

## **State Plan Amendment (SPA)**

### 1915(i) Home and Community-Based Services State Plan Option

- Eligibility:
  - Serves ages 14-25 years old
  - Goal of employment
  - Qualifying State Plan Medicaid
  - Live in a setting meeting HCBS rule
  - Qualifying Disability



# Services

- Employment Navigation Case Management\*\*
- Benefits Counseling
- Non-Medical Transportation\*\*
- Orientation, Mobility, and Assistive Technology
- Career Exploration and Assessment
- Small Group Supported Employment
- Individualized Supported Employment
- Personal Care (including option for self-direction)
  - \*Note: 1915(i) runs concurrently with the State's approved 1115 waiver
  - \*\*1915(b)(4) waiver-limiting providers for this service

# Non-Medical Transportation

- 1915(b)(4) Waiver
  - Limits the providers for Employment Navigation and Transportation Services
- State maintains administrative oversight of service
- Medicaid supervises performance
- Employment Navigator coordinates service
- Service is authorized by the individuals Employment Plan

# During the Pandemic

- Business as usual
- Virtual meetings- monthly contact, IEP meetings, and service coordination meetings
- Verbal Consents
- Collaborative meetings with DOE, DVR, DVI, and local education agencies
- Town Halls
- Provider Fairs
- Virtual Services

# Contact



**Jennifer Garcias, MPA**

Woodbrook Professional Center  
1056 South Governor's Avenue  
Suite 101

Dover, DE 19904

Phone: (302) 744-9712

Email: [Jennifer.L.Garcias@Delaware.gov](mailto:Jennifer.L.Garcias@Delaware.gov)



Join Us  
[@DelawareDDDS](https://www.facebook.com/DelawareDDDS)

There is no wrong door!



# Rise/Lyft Transportation Overview

Dan Meyers, Director of Vocational Services

Natalie Zacharias, Director of Day and Employment Services

# Overview of Rise

- A private, nonprofit organization providing employment, life enrichment and housing services
- Serves 3,500 people annually across 40+ programs
- Transports over 900 people per day with a fleet of 150 vehicles
- Over 30 locations across Minnesota and Western Wisconsin
- Provides services to:
  - People with intellectual and developmental disabilities
  - People with mental illness
  - Ex-offenders
  - Immigrants, refugees, and people living in poverty
  - People who are Deaf, DeafBlind, or Hard of Hearing
  - People with brain injuries

# Community Supported Employment

- Employment Consultants (EC's) support people with finding and maintaining competitive employment
- EC's help people plan transportation to/from their independent jobs
- Rise partnered with others to offer a new mode of transportation



# A little more about Lyft

- Lyft is a ride share transportation company
  - Safety is important!
  - **Background Checks-** Lyft has the strictest DMV and Background check in the business; Lyft has an ever present background check running on their drivers, if something pops up in their record they are offboarded until an investigation is done
  - **Rating System-** Drivers are required to stay within a 4.7 and 5.0 rating to stay on the Lyft platform. Passengers have the ability to rate the driver at the end of every ride (1-5 stars, with 5 stars being a good ride)
  - **Safe Vehicles-** Drivers are responsible to stay within the car requirements set by the city and the driver requirements set by Lyft
  - **Each Lyft rider is covered by \$1 million in insurance** from the moment the rider gets into the car to the moment they exit the car



# Eligibility

- Person must be Medicaid waiver funded
- County leadership approval
- The cost of the ride must be less than the negotiated rate (for Rise it is \$17 per one way).
- Person must have access to a cellphone to receive a text message that their ride has arrived
- Team support for the person to use the service independently

# How Does The Program Work?

- Rise Employment Consultants (ECs) connect with the team if the person is eligible
- ECs introduce Lyft to the team:
  - Discuss and review the **Lyft User agreement** with the team (Sections include eligibility, participation requirements, risks to consider and a signature page)
  - Provide **training** on how to use Lyft. Practice rides as needed with person/guardian/parent
  - **Funding** - Submit for the new transportation rate- Example = \$17 per way to be added to the waiver service authorization
  - Identify the Rider's "**Plan B**" – (Wallet sized back up plan for when Lyft is not available) Identify before the first anticipated ride what is the Plan B, when rides from Lyft are not an option.

# Plan B Card

## My Rider Plan B Assistant

This person is my designated back up plan when Lyft is not available:

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Do they text?:  Y/ N  Who calls my back up?: \_\_\_\_\_

When do I know to call for a back up ride?:  
\_\_\_\_\_

Additional information that might be helpful:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My Rise Staff contact: \_\_\_\_\_

# How it works on the Rise back-end

- Rise ECs log into **Lyft Concierge** to review the Rise cost
- From there you can plan/dispatch a ride for the person
- You can also track the status of the ride

lyft concierge

Request All rides Active Upcoming Alerts

### Start ride request

First up, we'll need rider details.

**Please tell your riders:**

- Don't take a ride if they have COVID-19, think they have it, or have related symptoms
- Wear a face covering when in a ride
- Keep the car clean, and sanitize their hands frequently
- Leave the front passenger seat empty
- Keep windows open whenever possible

[Learn more](#)

First name Last name

Mobile phone number

Pickup address

Drop-off address

+ Add a pickup note for the driver

Ride details →

# Success

- We are currently **supporting 27 people** using Lyft for transportation
- Riders report:
  - **Wait time reduced** from 60 mins to 5 mins
  - On demand available if last minute changes
  - **Increase independence and self esteem**
  - Gives people feeling of normalcy getting to/from work
- Lyft transportation has been available during the pandemic – we helped people learn to **follow Lyft safety plans** while riding
- Rollout success depends on county partners **willingness to try something new** and regular meetings to discuss working / not working between Rise, Lyft, and County reps

# Issues and Barriers

- Not everyone eligible due to funding or cost of ride
- Rural Minnesota has limited drivers available
- Families scared or unfamiliar with the new service
- Missed ride fees (\$5 - \$10) We are able to dispute with Lyft
- Technology for people to have own cellphone

# Lessons Learned

- Schedule back up plans
- Profit margin may allow for some exceptions for the occasional ride over the negotiated rate
- It is very important to maintain good communication with partners to discuss what's working/not working

# Start your own project

## **Rise Contacts**

### **Dan Meyers**

Director of Vocational Evaluation and  
Transitional Services

[dmeyers@rise.org](mailto:dmeyers@rise.org)

Or

### **Natalie Zacharias**

Director of Day and Employment  
Services

[Nzacharias@rise.org](mailto:Nzacharias@rise.org)

## **Lyft Contact**

### **Briana Thayer**

Team Lead

[bsorochak@lyft.com](mailto:bsorochak@lyft.com)



# Question



# Future of Transportation

## Addressing rural disparities

### Autonomous Cars



### Increase in virtual supports



# ACL/FTA Partnership

- Coordinating Council on Access and Mobility:  
<https://www.transit.dot.gov/coordinating-council-access-and-mobility>
- Strategic Framework for Action: State Opportunities to Integrate Services and Improve Outcomes for Older Adults and People with Disabilities  
<https://acl.gov/news-and-events/announcements/seeking-input-strategic-framework-action>
- Technical Assistance Resource Centers

# FTA/ACL Transportation Resource Centers

## Free Technical Assistance (TA) Centers

Technical assistance centers provide a range of services that support the provision and coordination of transportation services and promote the mobility of Americans.



[National Aging and Disability Transportation Center](#) mission is to promote the availability and accessibility of transportation options for older adults, people with disabilities, and caregivers.



[National Center for Mobility Management](#) mission is to promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.



[National Rural Transit Assistance Program](#) mission is to address the training and technical assistance needs of rural and tribal transit operators across the nation, and support state RTAP programs.

# FTA/ACL Transportation Resource Centers



## [National Center for Applied Technology](#)

mission is to translate emerging transportation technologies for states and localities across the United States.



## [Shared-Use Mobility Center](#)

mission is to achieve equitable, affordable, and environmentally sound mobility across the US through the efficient sharing of transportation assets.



[Transit Planning 4 All](#) resource center issues demonstration grants to communities of older adults, people with disabilities and transportation providers to engage in inclusive planning and develop technical assistance resources to replicate successful strategies.

## [Inclusive Design Challenge](#)

# FTA/ACL Transportation Resource Centers



[ADA Participation Action Research Consortium \(PARC\)](#) publishes maps that assist policy makers, community leaders, transportation developers and state leaders in understanding transportation needs and opportunities for improvement.



[AT3](#) is a one-stop connection to information about assistive technology (AT). Every state has an AT program. The state AT program demonstrates AT, provides training on AT, and makes short term loans of AT so people can try the AT prior to making a purchase. There is AT available to assist people with transportation. The AT3 site lists every state AT program.



[Paralysis Resource Center \(PRC\)](#) provides information for traveling with your wheelchair and makes grants to communities to increase access to transportation and technology.

# Inclusive Community Transportation Program

- Develops Inclusive Transportation Planning Resources
- Inclusive Mobility on Demand Transportation Demonstration Program
  - Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA)
  - Atlanta Regional Commission (ARC)
  - Seattle Department of Transportation (SDOT)
- Resources and information available at:  
<https://transitplanning4all.org/>

# Q & A



# Closing Remarks

## **Office of the National Coordinator**

**Arun Natarajan**

Senior Policy Analyst

[Arun.Natarajan@hhs.gov](mailto:Arun.Natarajan@hhs.gov)

## **Administration on Disabilities**

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