



# STATE OF RHODE ISLAND



## Non-Emergency Medical Transportation Program (NEMT)

### Overview

Rhode Island Medicaid's Non-Emergency Medical Transportation (NEMT) Program is a resource for Medicaid beneficiaries who need transportation to and from medical appointments. Management of this program is contracted out to MTM, a transportation broker. MTM also manages the state's Elderly Transportation Program (ETP), and distribution of bus passes to our TANF (Temporary Assistance for Needy Families) population.

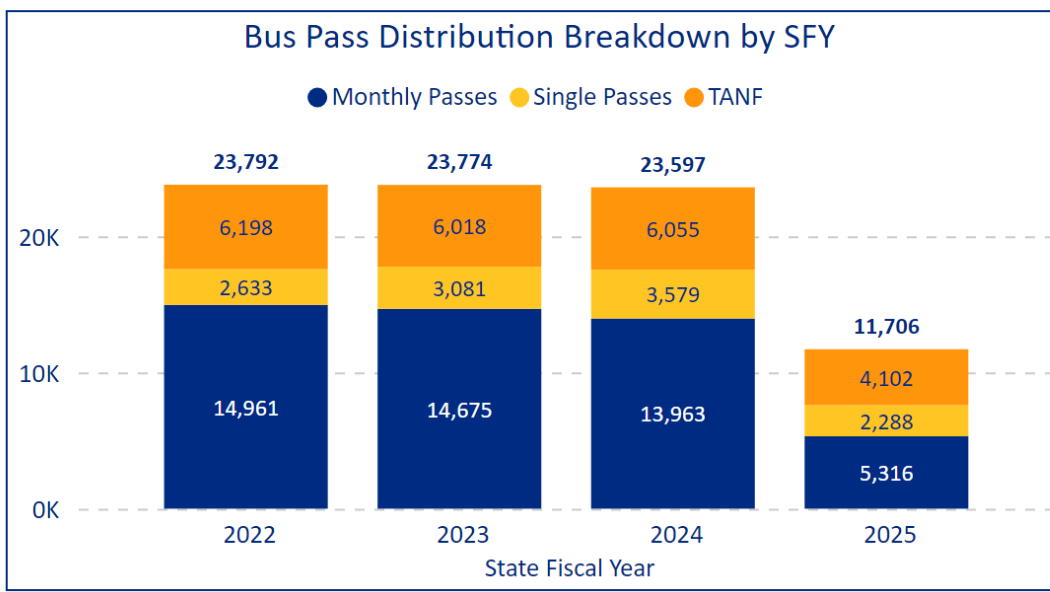
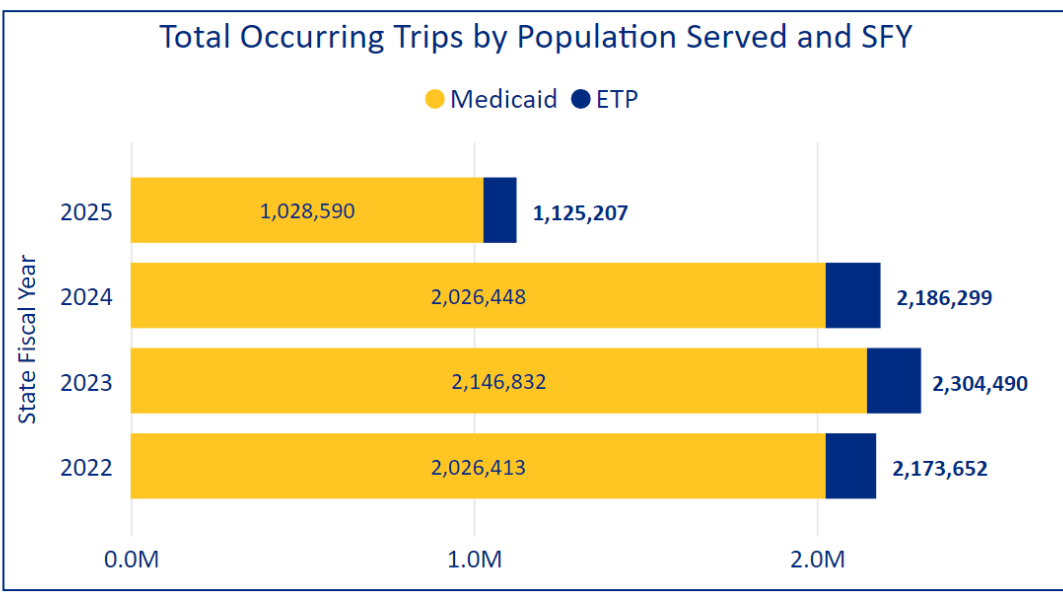
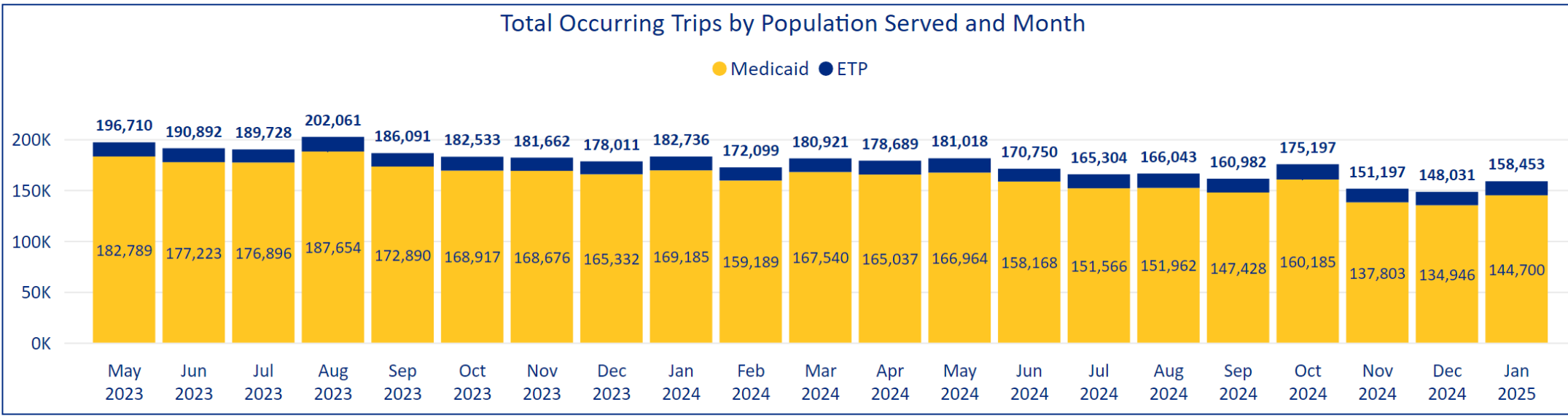
| Commonly-used Terms |  |
|---------------------|--|
| Term                | Definition   |
| ETP                 | Elderly Transportation Program   |
| NEMT                | Non-Emergency Medical Transportation   |
| TANF                | Temporary Assistance to Needy Families, eligible to receive monthly bus passes |
| TP                  | Transportation Provider  |
| Trip                | One trip leg, either to or from the destination                                |

Annual data in this report refers to State Fiscal Years

# STATE OF RHODE ISLAND

## Non-Emergency Medical Transportation Program (NEMT)

### NEMT TRIPS



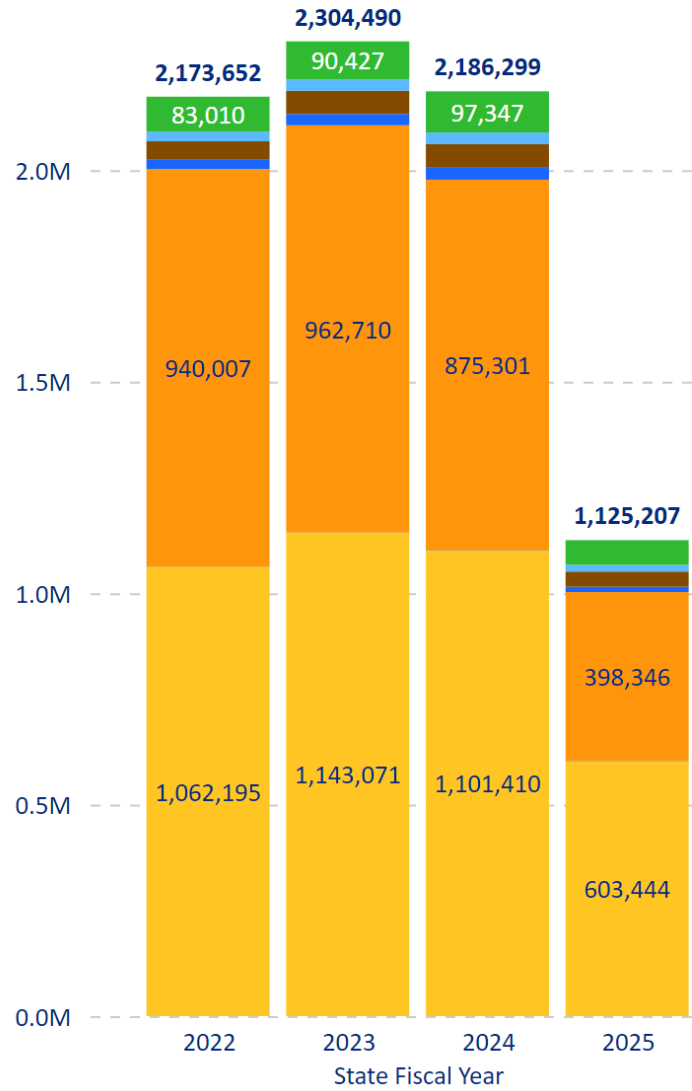
# STATE OF RHODE ISLAND

## Non-Emergency Medical Transportation Program (NEMT)

### MODE OF TRANSPORT

Count of Trips by Mode of Transport and SFY

- Ambulatory
- Ambulance
- Bus
- Mileage Reimbrsmnt
- Ride Share
- Stretcher
- Wheelchair Van



Count of Trips by Mode of Transport and Month

| Date     | Ambulance | Ambulatory | Bus    | Mileage Reimbrsmnt | Ride Share | Stretcher | Wheelchair Van | Total Trips |
|----------|-----------|------------|--------|--------------------|------------|-----------|----------------|-------------|
| Jan 2025 | 106       | 86,058     | 55,296 | 1,805              | 4,471      | 2,498     | 8,219          | 158,453     |
| Dec 2024 | 129       | 79,556     | 52,203 | 1,579              | 4,218      | 2,332     | 8,014          | 148,031     |
| Nov 2024 | 125       | 83,143     | 51,324 | 1,642              | 4,405      | 2,228     | 8,330          | 151,197     |
| Oct 2024 | 141       | 94,728     | 61,229 | 1,862              | 6,002      | 2,349     | 8,886          | 175,197     |
| Sep 2024 | 84        | 84,151     | 59,499 | 1,825              | 5,486      | 2,114     | 7,823          | 160,982     |
| Aug 2024 | 110       | 87,383     | 60,532 | 1,830              | 5,471      | 2,209     | 8,508          | 166,043     |
| Jul 2024 | 116       | 88,425     | 58,263 | 2,149              | 5,731      | 2,037     | 8,583          | 165,304     |
| Jun 2024 | 111       | 86,069     | 68,557 | 2,098              | 3,813      | 1,997     | 8,105          | 170,750     |
| May 2024 | 122       | 94,116     | 69,408 | 2,396              | 4,084      | 2,224     | 8,668          | 181,018     |
| Apr 2024 | 89        | 93,289     | 67,882 | 2,334              | 4,261      | 2,306     | 8,528          | 178,689     |
| Mar 2024 | 65        | 92,665     | 70,916 | 2,368              | 4,580      | 2,384     | 7,943          | 180,921     |
| Feb 2024 | 59        | 88,053     | 67,877 | 2,161              | 3,875      | 2,338     | 7,736          | 172,099     |
| Jan 2024 | 46        | 91,307     | 72,893 | 2,174              | 5,334      | 2,470     | 8,512          | 182,736     |

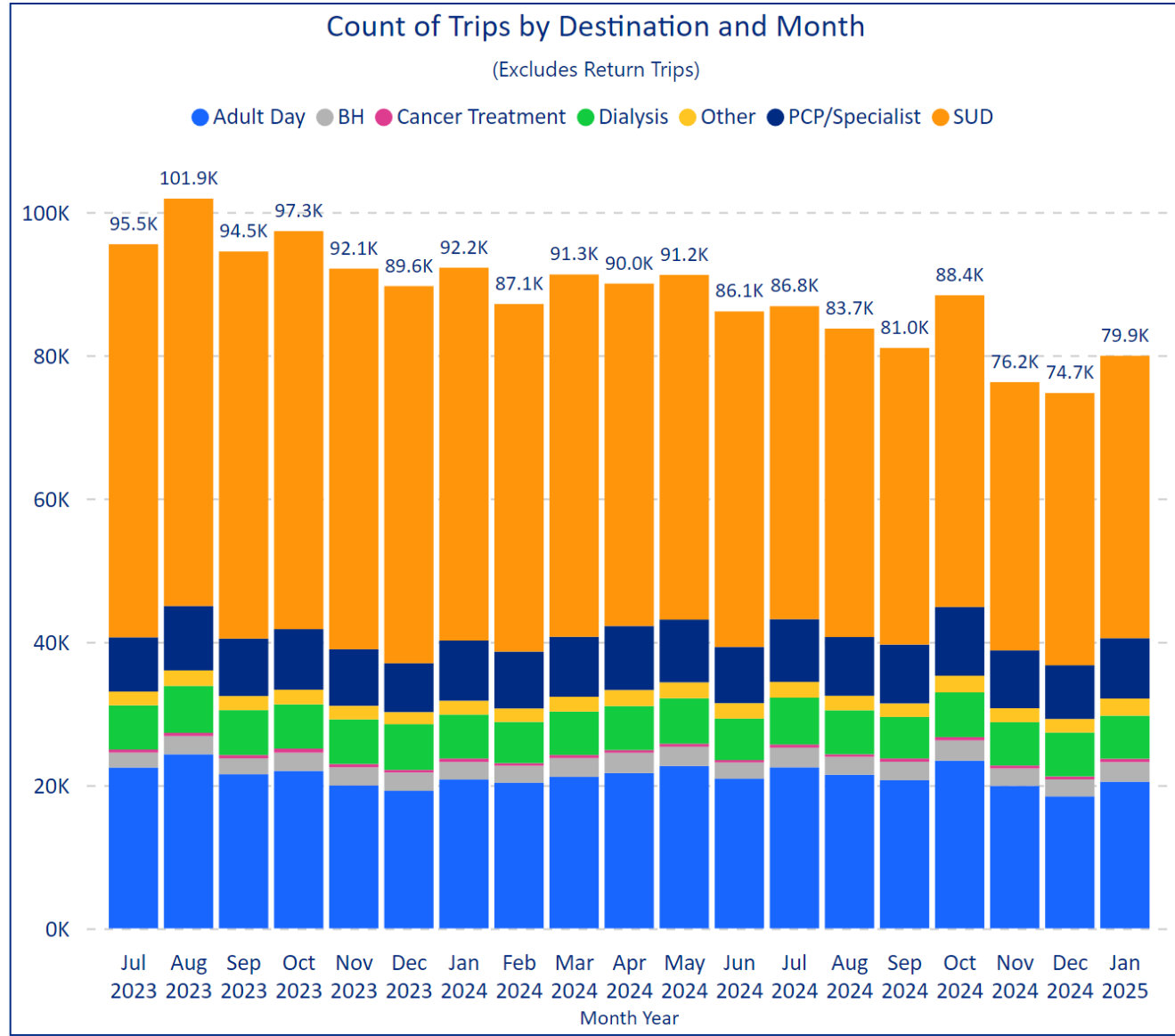
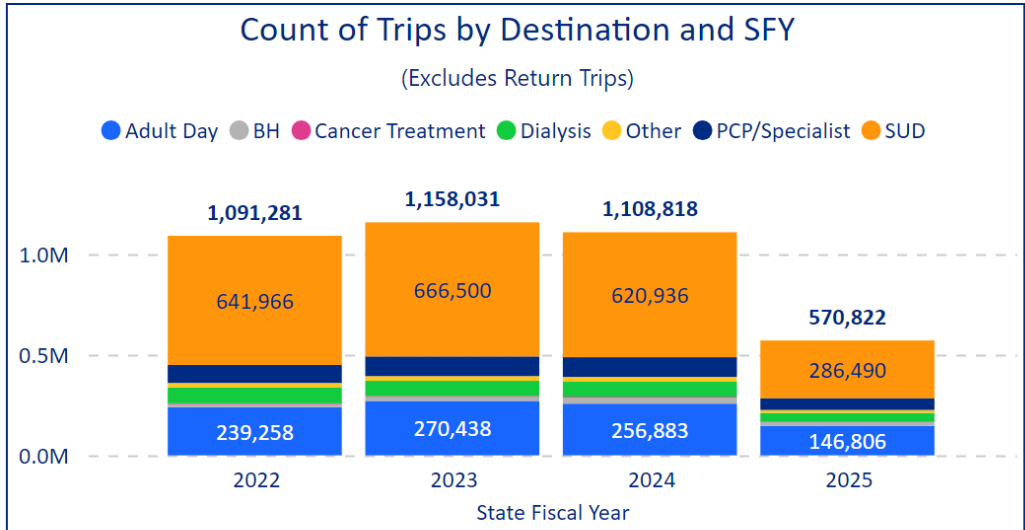
Percentage of Trips by Mode of Transport and SFY

| SFY  | Ambulance | Ambulatory | Bus    | Mileage Reimbrsmnt | Ride Share | Stretcher | Wheelchair Van |
|------|-----------|------------|--------|--------------------|------------|-----------|----------------|
| 2025 | 0.07 %    | 53.6 %     | 35.4 % | 1.1 %              | 3.2 %      | 1.4 %     | 5.2 %          |
| 2024 | 0.04 %    | 50.4 %     | 40.0 % | 1.4 %              | 2.5 %      | 1.3 %     | 4.5 %          |
| 2023 | 0.01 %    | 49.6 %     | 41.8 % | 1.2 %              | 2.4 %      | 1.1 %     | 3.9 %          |
| 2022 | 0.01 %    | 48.9 %     | 43.2 % | 1.1 %              | 1.9 %      | 1.0 %     | 3.8 %          |

# STATE OF RHODE ISLAND

## Non-Emergency Medical Transportation Program (NEMT)

### DESTINATIONS



#### Percent of Total Trips by Destination and SFY

(Excludes Return Trips)

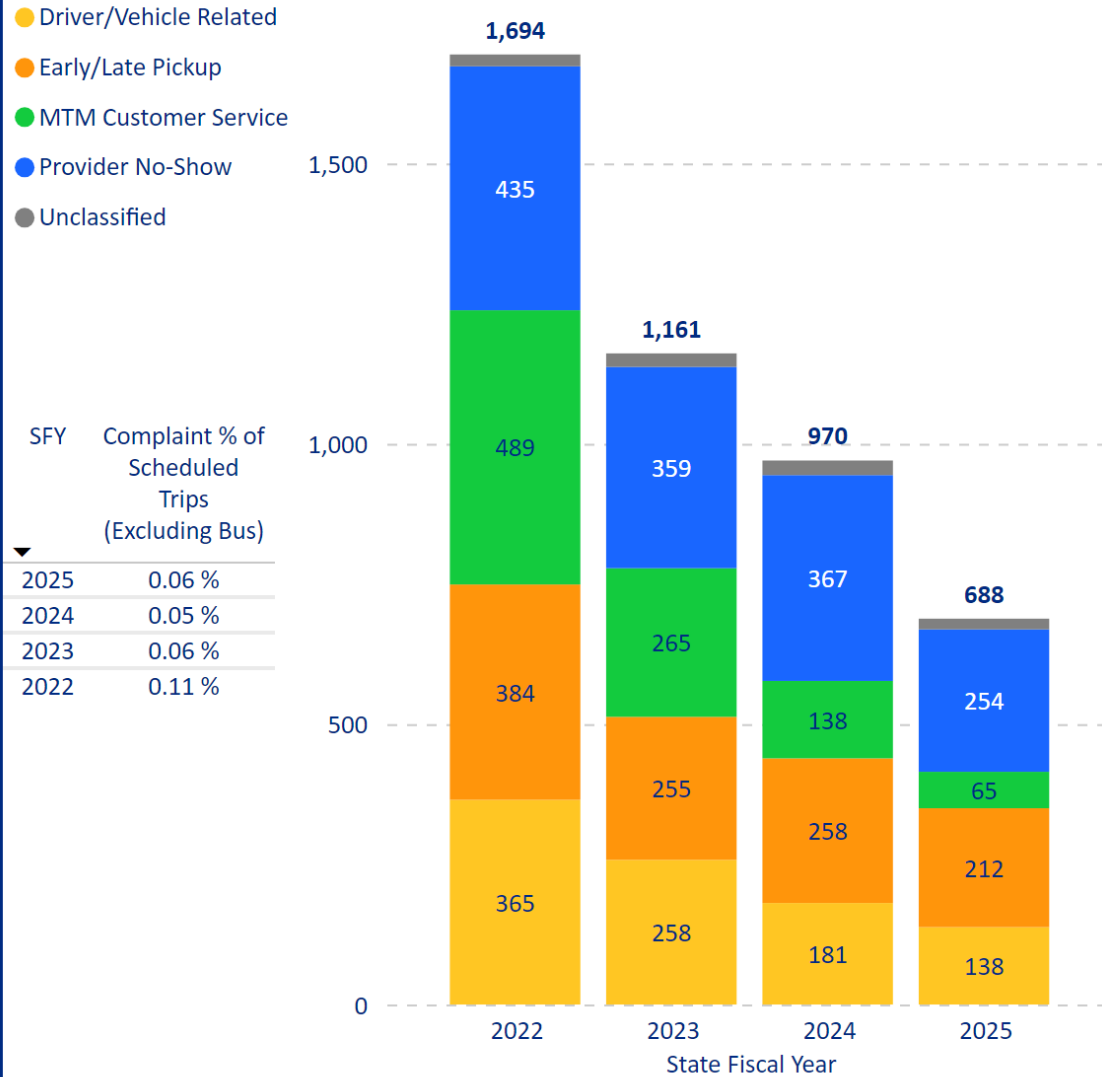
| Destination      | 2022   | 2023   | 2024   | 2025   |
|------------------|--------|--------|--------|--------|
| Adult Day        | 21.9 % | 23.4 % | 23.2 % | 25.7 % |
| BH               | 1.4 %  | 1.7 %  | 2.7 %  | 3.2 %  |
| Cancer Treatment | 0.4 %  | 0.4 %  | 0.5 %  | 0.5 %  |
| Dialysis         | 7.2 %  | 6.6 %  | 6.7 %  | 7.5 %  |
| Other            | 2.1 %  | 2.0 %  | 2.2 %  | 2.6 %  |
| PCP/Specialist   | 8.2 %  | 8.4 %  | 8.8 %  | 10.3 % |
| SUD              | 58.8 % | 57.6 % | 56.0 % | 50.2 % |

# STATE OF RHODE ISLAND

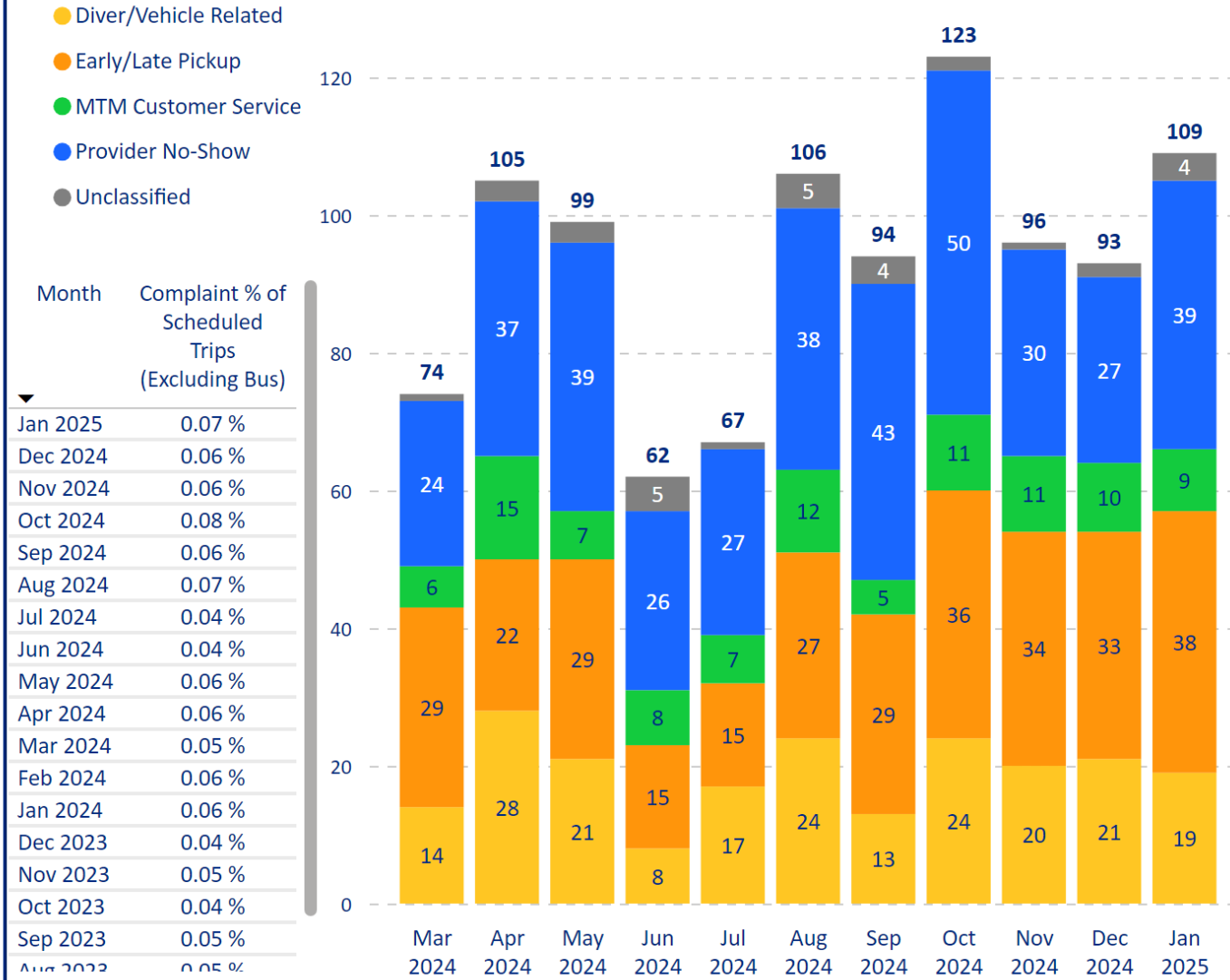
## Non-Emergency Medical Transportation Program (NEMT)

### COMPLAINTS

#### Complaints by Type and SFY



#### Complaints by Type and Month





# STATE OF RHODE ISLAND

## Non-Emergency Medical Transportation Program (NEMT)

### PERFORMANCE STANDARDS



#### Performance Standards Status by Month

| Date     | Routine Complaints | Escalated Complaints | Life Sustaining Complaint Free | Complaints from Public | Calls Handled by RI CCRs | Ride Share | No Shows | Turn Backs |
|----------|--------------------|----------------------|--------------------------------|------------------------|--------------------------|------------|----------|------------|
| Jan 2025 | ✓                  | ✓                    | ✓                              | ✓                      | ✓                        | ✓          | ✓        | ✓          |
| Dec 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ✓                        | ✓          | ✓        | ✓          |
| Nov 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ✗                        | ✓          | ✓        | ✓          |
| Oct 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ✓                        | ✗          | ✓        | ✓          |
| Sep 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ●                        | ✗          | ✓        | ✓          |
| Aug 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ●                        | ✗          | ✓        | ✓          |
| Jul 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ●                        | ✗          | ✓        | ✓          |
| Jun 2024 | ✓                  | ✓                    | ✓                              | ✓                      | ●                        | ✓          | ✓        | ✓          |
| May 2024 | ✓                  | ✓                    | ✗                              | ✓                      | ●                        | ✓          | ✓        | ✓          |
| Apr 2024 | ✓                  | ✓                    | ✗                              | ✓                      | ●                        | ✓          | ✓        | ✓          |
| Mar 2024 | ✓                  | ✓                    | ✗                              | ✓                      | ●                        | ✓          | ✓        | ✓          |
| Feb 2024 | ✓                  | ✓                    | ✗                              | ✓                      | ●                        | ✓          | ✓        | ✓          |
| Jan 2024 | ✓                  | ✓                    | ✗                              | ✓                      | ●                        | ✓          | ✓        | ✓          |
| Dec 2023 | ✓                  | ✓                    | ✗                              | ✓                      | ●                        | ✓          | ✓        | ✓          |

| Status | Definition                   |
|--------|------------------------------|
| ✓      | Performance Standard Met     |
| ✗      | Performance Standard Not Met |
| ●      | N/A                          |

*Updated performance Standards as of July 1, 2024*

| Performance Standard             | Definition  |
|----------------------------------|---|
| % of Calls Handled by RI CCRs    | 70% of calls on RI main line must be routed to RI dedicated CCRs  |
| Complaints from the Public       | Less than 5% of all complaints shall be from a member of the public calling about hazardous or unsafe driving                         |
| Escalated Complaints             | 90% of escalated complaints must be resolved in two (2) business days   |
| Life Sustaining Complaint-Free % | Total trips for dialysis, oncology, and substance use disorder treatment services must have a complaint free rate no lower than 99.9% |
| Ride Share                       | Ride Share usage must be less than 5% of total trips per month  |
| Routine Complaints               | 90% of routine complaints must be resolved in five (5) business days  |
| TP No Shows                      | No shows must be less than or equal to .20% per of total trips per month  |
| TP Turnbacks                     | Turnbacks must be less than or equal to 4% of total trips per month   |

\*Rate threshold for complaints from life sustaining trips (Dialysis, Oncology, SUD) have been adjusted over time.  
 Jan 2022 to Oct 2023: 0.08%  
 Nov 2023 to June 2024: 0.05%  
 July 2024 to present: 0.01%

Data Updated: 3/11/2025

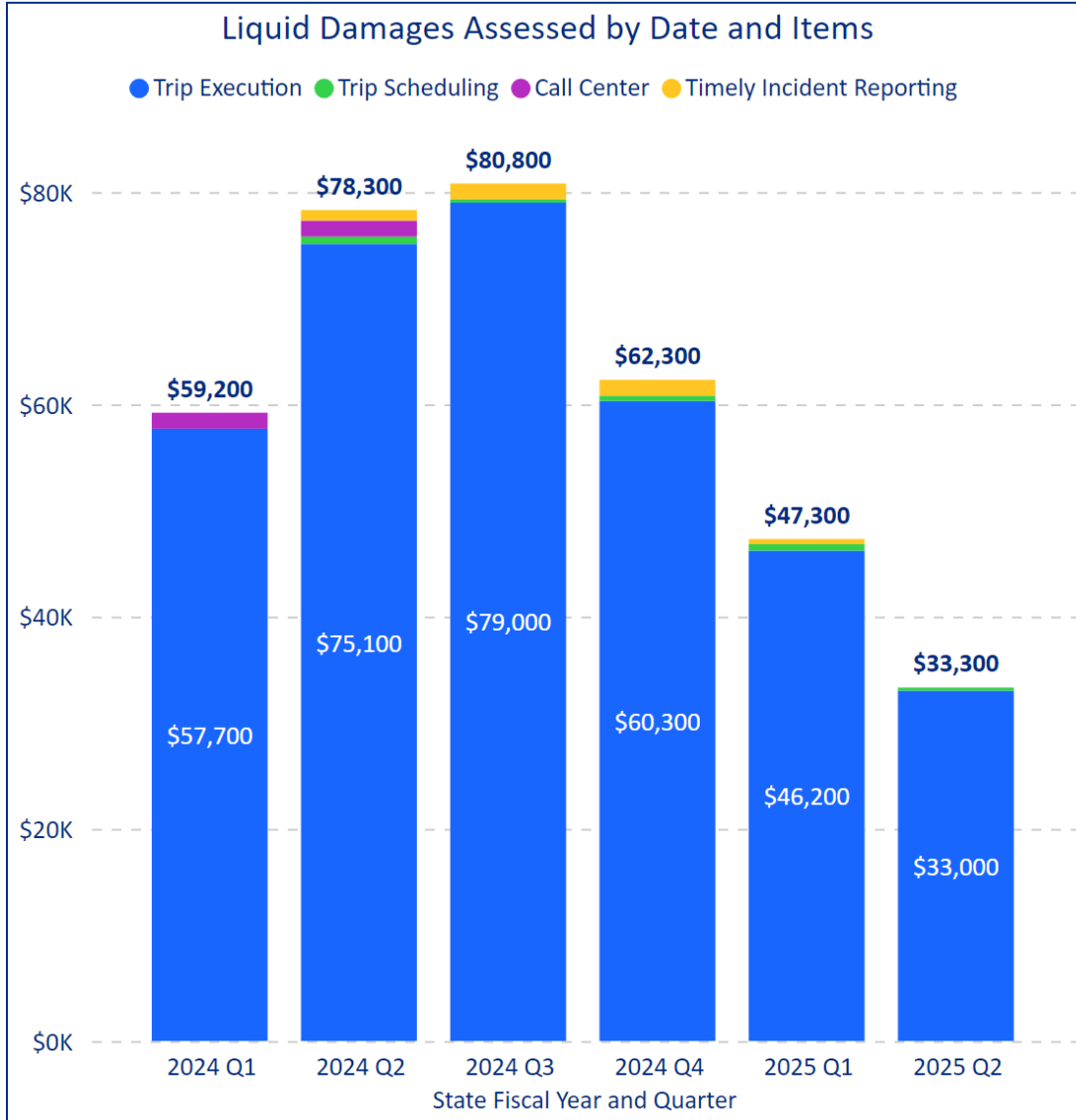


# STATE OF RHODE ISLAND

## Non-Emergency Medical Transportation Program (NEMT)

### LIQUIDATED DAMAGES

(Quarterly)



### Liquid Damages Assessed by State Fiscal Year and Quarters

| Item                      | 2024 Q1         | 2024 Q2         | 2024 Q3         | 2024 Q4         | 2025 Q1         | 2025 Q2         |
|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Timely Incident Reporting | \$0             | \$1,000         | \$1,500         | \$1,500         | \$500           | \$0             |
| Call Center               | \$1,500         | \$1,500         | \$0             | \$0             | \$0             | \$0             |
| Trip Scheduling           | \$0             | \$700           | \$300           | \$500           | \$600           | \$300           |
| Trip Execution            | \$57,700        | \$75,100        | \$79,000        | \$60,300        | \$46,200        | \$33,000        |
| <b>Total</b>              | <b>\$59,200</b> | <b>\$78,300</b> | <b>\$80,800</b> | <b>\$62,300</b> | <b>\$47,300</b> | <b>\$33,300</b> |

| Item                      | Definitions   |
|---------------------------|---|
| Timely Incident Reporting | Failure to report to EOHHS an accident, injury or incident that has occurred in conjunction with a scheduled trip if a member was present in the vehicle. Accidents, injuries, and incidents shall be reported to EOHHS within six (6) hours or sooner from the time of the complaint/incident. |
| Call Center               | Failure to answer at least 95% of incoming Member information telephone calls within 30 seconds in a given month.   |
| Trip Scheduling           | Failure to schedule valid non-dialysis and non-oncology service requests.   |
| Trip Execution            | Failure to fulfill a verified trip request safely and on-time.  |

*MTM has satisfactorily resolved the Corrective Action Plan for RI Timely Notification of Critical Incidents on August 28, 2024.*