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Non-Emergency Medical Transportation (NEMT) and Pharmacy Benefits Manager (PBM) Request for Comment	
RFI Question	Response
If Medicaid were to change its current broker model for non-emergency medical transportation (NEMT), what changes would you recommend?	Implement a screening process, for potential transportation vendors/ companies, that would discern reputable companies while weeding out the unreliable ones. Too many times drivers are late to pick up patients or do not arrive at all. Quite often patients are missing much needed appointments for diagnostic/ screening test and with specialists. Many of these appointments are extremely challenging to acquire and even more challenging to reschedule. The patients and their providers become discouraged and frustrated.
If Medicaid were to change its current pharmacy benefit manager model, what changes would you recommend?	No comment