

Fairview Treatment Center

<b>Non-Emergency Medical Transportation (NEMT) and Pharmacy Benefits Manager (PBM) Request for Comment</b>	
<b>RFI Question</b>	<b>Response</b>
If Medicaid were to change its current broker model for non-emergency medical transportation (NEMT), what changes would you recommend?	I would recommend a centralized system whereby one professional transport agency is responsible for scheduling coordinating, and passenger delivery. While I believe in supporting small businesses, the fragmented manner in which this system is conducted is a disservice to the client and the provider. One of our primary observations is transportation providers have to make multiple pick ups in order to justify a trip, this causes extended delays (hours) after the appointed or scheduled time of arrival. Also it is not uncommon for our clients to relapse while on Medicaid transportation, there is insufficient accountability. There is also no place to lodge complaints, complaints seem to fall into an abyss with no sense of possible resolution. It is a highly dysfunctional system.
If Medicaid were to change its current pharmacy benefit manager model, what changes would you recommend?	No recommendations.