

SMILE Community Action Agency

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?	Be more reachable to talk to a person when calling instead of deferred to a mess
If Medicaid were to change its current pharmacy benefit manager model, what changes would you recommend?	none