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<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?	The drivers must be on time and reliable. Too many patients have lost regular therapy and mental health service slots because they cannot get to appointments due to unreliable NEMT companies. Individuals should also not have to wait 2-3 hours for a return ride.
If Medicaid were to change its current pharmacy benefit manager model, what changes would you recommend?	Informational push featuring Legacy Medicaid benefits so they understand not everyone has a card from an MCO; Provide more information on how to work out issues with denials. Most are just placing the responsibility back on the patient who has no clue why something was denied. More training more training more training.