

Non-Emergency Medical Transportation: Beyond Medicaid

Tuesday, May 21, 2019, 9:00 am – 4:30 pm

Too often, the world of non-emergency medical transportation (NEMT) has revolved exclusively around Medicaid – and not without reason. Medicaid invests billions of dollars in transporting its recipients to eligible medical appointments every year. But every year, the politics around the Medicaid transportation benefit get rougher, compliance gets tougher and its dependability as an investment stream grows less reliable. This session, designed for NEMT and public transit operators, managers, and advocates alike, is a deep dive into the other world of NEMT – one dominated by managed care organizations and private sector health care providers, and one that is growing in investment and importance, facing rapidly changing technology, and increasingly having to address the expectations for on-demand service. This session is for those who are looking to make sense of the ever-growing connection between mobility, transportation, and health care and understand how to grow and create successful partnerships and programs within this space.

Attendees will learn how and where to seek these new opportunities, and to look at NEMT from an entirely new perspective. From discussions with transportation and health care experts to interactive activities looking at how these topics can be applied to their own communities, attendees will leave with new ideas and tools of their own so they can begin to move their ideas beyond talk into action.

Session Agenda <i>(Subject to Change)</i>	
9:00am	Introduction and Welcome <ul style="list-style-type: none">- Scott Bogren, Executive Director, Community Transportation Association
9:15am	How Social Determinants of Health (SDOH) are Changing the Face of NEMT <p>Given the growing emphasis on SDOH in the health care sector, moving forward, NEMT operations must become fluent in the non-clinical factors that influence an individual's health and well-being. This session will discuss how the focus on SDOH is changing the way health care is looking at the role of transportation and how you, as a transportation operator, manager, or advocate, have an opportunity to impact these social determinants of health in addition to direct service to health care services.</p> <ul style="list-style-type: none">- Alex King, Health Care and Transportation Associate, Community Transportation Association of America
9:45am	Break
10:00 am	Activity 1: Understanding the SDOH in Your Community <p>Take a fresh look the social determinants of health and how they play into the connections, relationships, and programs in your community. Where could your transportation services or program fit within this health ecosystem?</p>

10:30 am	<p>Panel Discussion: Learning from Health Care The health care industry is rapidly changing the way it view transportation and NEMT. This session will include perspectives from hospital systems, insurers, and managed care organizations discuss how they are addressing transportation related needs for their patients and beneficiaries.</p> <ul style="list-style-type: none"> - Pete Celano, Director of Consumer Health Initiatives, MedStar Institute for Innovation - Flora Castillo, President, Pivot Strategies, LLC - San SunOwen, Leader, Strategic Business Partnerships, CareOregon - Kevin Moore, Vice President, Policy – Health and Human Services UnitedHealthcare Community & State
11:45 am	<p>Break for Lunch</p>
1:30 pm	<p>Panel Discussion: Transportation Success Stories Some transportation providers have already acted on the growing connection between mobility and health care, creating new partnerships, programs, and using innovative ideas to achieve these goals. Speakers in this sessions are implementing these programs, and will be sharing their insights, successes, and challenges in working in this space.</p> <ul style="list-style-type: none"> - Rex Knowlton, CCTM, Chief Financial Officer, CTAA (Moderator) - Harmony Lloyd, Chief Operating Officer of Planning and Innovation, Mass Transportation Authority - Flint - Jana Hunkler, Vice President of Business Development, Coordinated Transportation Services, Inc. - Gail Nehls, Chief Executive Officer, Envida
3:00 pm	<p>Activity 2: Rotating Topic Tables In small groups, session participants will have the opportunity to rotate through discussions around key topics related to health and mobility. These tables will allow for participants to engage with dialogue with their peers, and provide feedback in areas that they are looking for additional resources or support. Topics may include: Medicaid, Medicare, TNCs, HIPAA, Privacy, and Health Insurers.</p>
4:00pm	<p>Closing Discussion and Remarks</p> <ul style="list-style-type: none"> - Scott Bogren, Executive Director, Community Transportation Association