Non Emergency Medical Transportation: Beyond Medicaid

May 21, 2019

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WHAT I HEAR WHEN I'M BEING YELLED AT

ARE PEOPLE CARING LOUDLY AT ME

WHY AM I ON THE THIS PANEL?
Envida, formerly Amblicab, serves older adults, those with disabilities, and low-income riders.
NEMT Legislation Signed at Amblicab
(as of May 2018 rebranded as Envida)

May 20, 2016
Mission: To promote access and support independent living with dignity

Vision: To lead the nation in integrating services that connect people to community.
Transit Funding Sources

- US DOT
- FTA
- HUD
- Volunteer & In-Kind
- Civic & Private
- State of Colorado
- FASTER
- Colorado Municipalities
- Transit Service
- VA
- USDA
- DOE
- DOLA
- DHHS

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Regulatory Overview
Rural El Paso County: CALHAN ROUTE
Focus groups, needs study, surveys, feedback, adjustments, etc.
The Launch

Oct. 17, 2018
2 Days Per Week / 2 Runs Per Day
GTFS Upload

Patty Jolly (Calhan Outreach) & Gail Nehls / Driver Robert Simmons
After 6 Months: 4 Days per Week / 3x Daily
What’s Next: Common Carrier license with PUC to serve hospitals; healthcare and senior facilities
SO....The Beyond Part

- Who is our market?
- What's our value?
- Where do we go / should we go?
SO....The Beyond Part

SWT – trends

Just in Time = On Demand
Vertical Integration of Health Care providers – What is health care?
Uncertainty

Healthcare: MCO/PMPM
LTSS – ACA expansion
Definition of Medical Rides/Health Rides
Viability of TNCs
Lyft’s Revenue And Net Income: 2017-2018

Based on information disclosed on page 98 of Lyft’s S-1/A.

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<th>Date</th>
<th>Revenue</th>
<th>Net Income</th>
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For Quarter Ending

crunchbase news
Examples of innovation within the health providers network – Implications for Transit

**Village to Village Network**

Coordinates access to and provides support services (transportation, health and wellness, social/educational services, home repairs)

Comprised of a network of “Villages” run by volunteers and a few paid staff

Villages are in Denver Metro Area and Durango

Supported by local health departments in Washington, D.C.

**CAPABLE**

Community Aging in Place, Advancing Better Living for Elders

- Five-month program
- Team of a nurse, occupational therapist, and handyman provide home improvements and health interventions
- Denver (foundation), Michigan (waiver), Massachusetts (waiver)
- Reduced Medicaid costs for inpatient and LTSS by $867/month
More examples of innovation within the health providers network – Implications for Transit

**Advanced Preventive Care**

- Care coordination + disease management
- Care coordination focuses on multi-provider care teams
- Disease management makes sure patients receive appropriate care for their condition
- Hospitalizations reduced by a third
- Medicare A & B expenditures reduced by 22 percent

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**Geriatric Resources for Assessment and Care of Elders (GRACE) Team Care**

- Targets low-income older adults with multiple chronic conditions
- Comprehensive in-home assessment by NP and LCSW followed by team-based care
- Implemented in Indianapolis and LA metro areas
- GRACE enrollees report higher quality of life and lower utilization
- Savings of $1,500 per enrollee by second year
Isolation is a health issue.

Research shows that the negative health effects of chronic isolation and loneliness, while harmful at any age, are especially dangerous for people over 50.

Social isolation and loneliness are associated with:

- Higher blood pressure
- Increased susceptibility to the flu
- Greater risk of heart disease
- Earlier onset of dementia
2017
Launched initiative to capture, code and refer to social and government services for members who self-identified a social determinant of health, beginning with UnitedHealthcare’s Medicare Advantage members.

2018
Expanded data collection to include UnitedHealthcare’s Medicaid and Commercial members.

Proposed new ICD-10 codes to drive a consistent, standard method for identifying and addressing barriers to care across the health care industry.

**Partnerships & Pilots**
We’re partnering with organizations across the country to connect people with services in their communities.

- AARP Foundation
- lyft
- NATIONAL MEDTRANS
- OPTUM
- Mom’s Meals NourishCare

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How are ACOs Deploying Care Coordinators?

Which of the following services do care coordinators in your ACO provide?

87% of ACOs say care coordinators are very important or extremely important to the success of the ACO.

Insight: Care coordinators are more likely to be used as connectors than for administrative tasks.

SO....The Beyond Part
Older Americans Act
often cited 2005: 3.6M missed medical trips
Money Follows the Person => EMPOWER Care Act?

Demonstration Waiver – 1115
Exemption Waiver – 1915(i) statewidness, demographics

Medicare Advantage: Part B
SO….what is envida doing?

- Behavioral Health

- What the **acute and chronic diseases** can we mitigate removing barriers

- Rural – **isolation reduction** – Administration on Community Living - OAA $

- Risk Takers – looking at how to combine our **unskilled health workers into the transit team**. Rural Health Centers, Foundations in CO ready.

- Commissioner – “**gore their ox**”, embrace the disruption
SO....what is envida doing?

- Learn what you all are doing.
- Contracts, ACL, Volunteer.
- Questions???