NON-EMERGENCY TRANSPORTATION MANAGEMENT: 
BEYOND MEDICAID
Since 1997, Coordinated Transportation Solutions (CTS) has provided Non Emergency Transportation (NET) and Mobility Management services for government agencies, not-for-profits, managed care organizations and businesses throughout the country.

Founded as a not-for-profit 501(c)3 organization, CTS provides services to the most fragile individuals in our communities. Our continuum of integrated services is designed to address the unique transportation challenges posed by both Medicaid and other programs serving at risk populations in rural, urban and suburban environments.

**MISSION**
It is the mission of CTS to increase the availability of cost-effective and efficient transportation services to transportation disadvantaged individuals and communities.

**VISION**
With an empowered team of professionals, CTS adds value to the services provided to our customers and improves the lives of the people we serve.

**VALUES**

- **Customer Focus:** Our customers are the reason we are here
- **Integrity:** We communicate openly, honestly and responsibly
- **Respect:** We treat others as we want to be treated

**CELEBRATING 22 YEARS IN BUSINESS!**

5 States • 2 Million Trips • 3.6 Million Covered Lives
NON-MEDICAL vs. NON-MEDICAID

BEYOND MEDICAID

SDoH & Medicare Advantage/Plus

Medical Providers & Facilities

Schools & Community Organizations
NON-MEDICAL TRIPS for MEDICAL PROGRAMS

- Social Determinants of Health
- Medicare Advantage/Plus/Duals
- Individual Care Plans
- Most Common Destinations: *Personal Residence, Shopping, Worship*

<table>
<thead>
<tr>
<th>Plan</th>
<th>Total Trips</th>
<th>Social Trips</th>
<th>% Social Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Plan 1</td>
<td>4,551</td>
<td>344</td>
<td>7.6</td>
</tr>
<tr>
<td>Health Plan 2</td>
<td>19,930</td>
<td>1,980</td>
<td>9.9</td>
</tr>
<tr>
<td>Health Plan 3</td>
<td>4,277</td>
<td>225</td>
<td>5.3</td>
</tr>
<tr>
<td>Health Plan 4</td>
<td>66,988</td>
<td>33,688</td>
<td>50.0</td>
</tr>
</tbody>
</table>

Approx. 38% of members’ trips are to social destinations

CHALLENGES:
- Authorizations/ICP
- Trip Counts
MEDICAL TRIPS for NON-MEDICAID PROGRAMS

Facilities - Manchester Community Health Center
- October 2017
- 4,000 patients
- Doubled trips
- Mostly Ambulatory

CHALLENGES:
- Funding
- Entering a New Market
- Same Day and Urgent Transports
NON-MEDICAL and NON-MEDICAID

COMMUNITY & SCHOOL TRANSPORTATION

- Out of District Placement
- McKinney-Vento Act
- Community Agencies
- Supplemental

CHALLENGES:
- Finding or CREATING Opportunity
- Credentialing & Vehicle Requirements
- Transportation Provider Rates
- Multiple Smaller Contracts

| 6,000 trips | 20,000 miles |
| 190 students | 1,000 trips |
| 29 BOE | 100 individuals |
TRANSPORTATION NETWORK

✓ DIVERSIFY!

• Our Approach as a Management Firm

CHALLENGES:

➢ Variation in Trip Rates
➢ Network Capacity

Enter region w/Medicaid

Build Network

Encourage expansion to support “MORE THAN MEDICAID”