NEMT/NET Life Cycle of a Trip

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Coordinated Transportation Solutions (CTS)

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.

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.

VALUES

Contact Center
CTS has contracts with health plans and state departments of Medicaid in the northeast and Mid-Atlantic regions.

Transportation Provider Relations
CTS has specific requirements to ensure high-quality standards of service for all our transportation provider companies, drivers, and vehicles. The Transportation Provider Relations department is designed to assist and monitor all activities surrounding the daily performance of the entire network.

Finance
All inbound calls are recorded for quality assurance purposes.

Quality/Compliance
100% of inbound calls into the contact center are monitored. Site Visits are conducted by Quality/Compliance Department.

Non Emergency Medical Transportation (NEMT)

Non Emergency Transportation (NET)

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