

February 7, 2025

Senator John Hoffman
Chair, Human Services Committee
2111 Senate Office Building
St. Paul, MN 55155

RE: Governor's Recommendation on NEMT

Dear Chairman Hoffman,

MTM supports the provisions in the Governor's budget that addresses the much needed reforms to modernize the Non-Emergency Medical Transportation (NEMT) program in Minnesota. Most state in this country utilizes a similar approach, as MTM operates in nearly every state and Puerto Rico. This approach ensures the Medicaid NEMT program is compliant with federal rules and regulations, addresses fraud waste and abuse, and ensures the coordination of all rides for some of the state's most vulnerable populations.

The NEMT benefit is one of the most difficult to administer within Medicaid. There are many moving parts for patients, medical providers, transportation providers, medical facilities, and virtually all of the health care system. Minnesota certainly has had numerous efforts to change and alter the program over the years. Moving to one statewide solution brings coordination, scale, accountability, and efficiency into a system that can often be confusing for all parties involved.

We currently manage the fee-for-service population for 17 of the 87 counties in Minnesota, with nearly 20 more counties reaching out within the past year. MTM partnered with United



Health Care to successfully manage their Medicaid transportation needs, however that ended when UHC was no longer allowed to operate within Medicaid here in Minnesota. However, more and more counties come to us each year and have expressed a desperate desire for MTM to take over this benefit. There are numerous ways to structure the future of this program, as the Governor's Blue Ribbon Task Force identified this approach back in 2019 as one of the top ideas for the state to address. While efforts to changes this program were not successful in the past, we believe most of the parties involved would agree change is needed to this program now more than ever.

The costs associated with providing this benefit continue to increase. Everything from the price of vehicles, gasoline, labor costs, insurance, and technology to coordinate these trips, have and will continue to increase. Modernizing this program will allow Minnesota to enhance the benefit and not just put a band aid on the problem. It will prove to not only save resources, but more importantly, coordinate and streamline efforts to create one set of rules for the entire state.

MTM currently schedules nearly 25 million trips for 19 million Medicaid members, working with more than 2,000 transportation providers across the country. While our operations include 6,000 employees from coast to coast, we continue to help Medicaid agencies and health plans think about and prepare for the future of their NEMT programs, bringing transparency, coordination, and accountability to Medicaid.

Please let me know if you have any additional questions.

Sincerely,



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