

**STATE OF VERMONT**  
**AGENCY OF HUMAN SERVICES**  
**Department of Vermont Health Access (DVHA)**

**SUBJECT: Transportation – State Plan Amendment (SPA) 12-013**

---

**Public Comments received as of June 27, 2012:**

Vermont Family Network promotes better health, education and well-being for all children and families, with a focus on children and young adults with special needs. In response to the public announcement of public comment for SPA 12-013:

- While understanding the need to be efficient, Vermont Family Network questions the reasons to incentivize the a new payment methodology for the non-emergency medical transportation. Families from every part of Vermont mention their usage of Medicaid transportation. Many of these families mention the issues or troubles they have had with the rides: Trouble setting up the ride and/or getting reimbursement; Lateness showing up or not showing up at all; Having to leave hours early and wait extra long for the ride to pick them up as driver has more than one rider; And complaints about the driver. Please note that many families have told us how much they value this transportation and have no complaints. I have heard many times from families that they do not know what they would do without this resource/service.

Vermont families who use the Medicaid and the non-emergency medical transportation are the very ones who need this type of transportation the most. This is the only way they are able to get their children or themselves to medical appointments. It is our hope that transportation brokers can improve their services and be fairly compensated.

Vermont is a rural state and a number of families are poor and without transportation. Everyone needs (and deserves) access to a medical home. If they don't have a ride - They can't get there. We urge you to remember these families as you move forward with your plans. They need the ride!!

---

**Response to Public Comments received as of June 27, 2012:**

It is the DVHA's intent to implement the transportation methodology as described in the June 21, 2012 version of the SPA 12-013 for services with dates of service on July 1, 2012.

The switch to a new payment methodology for the DVHA's provision of NEMT services is not anticipated to have any negative impact on the current system. This new reimbursement policy is intended to streamline the current system and allow the DVHA to better monitor each of our contracted transportation providers. DVHA has been mandated to institute performance-based contracts with all providers, and this new methodology will allow for better oversight of the current program.

As always, beneficiaries are encouraged to let the DVHA staff know of any service, driver, or provider issues/complaints that they may encounter when trying to access NEMT benefits. These problems can be reported to Green Mountain Care Member Services at 1(800)250-8427.

---

No public meetings are scheduled at this time.

\*\*\*\*\*

To get more information about the transportation State Plan Amendment go to  
<http://dvha.vermont.gov/administration/draft-versions-of-state-plan-changes>.