



# 2023 Ride to Care

## NEMT Program Evaluation Findings

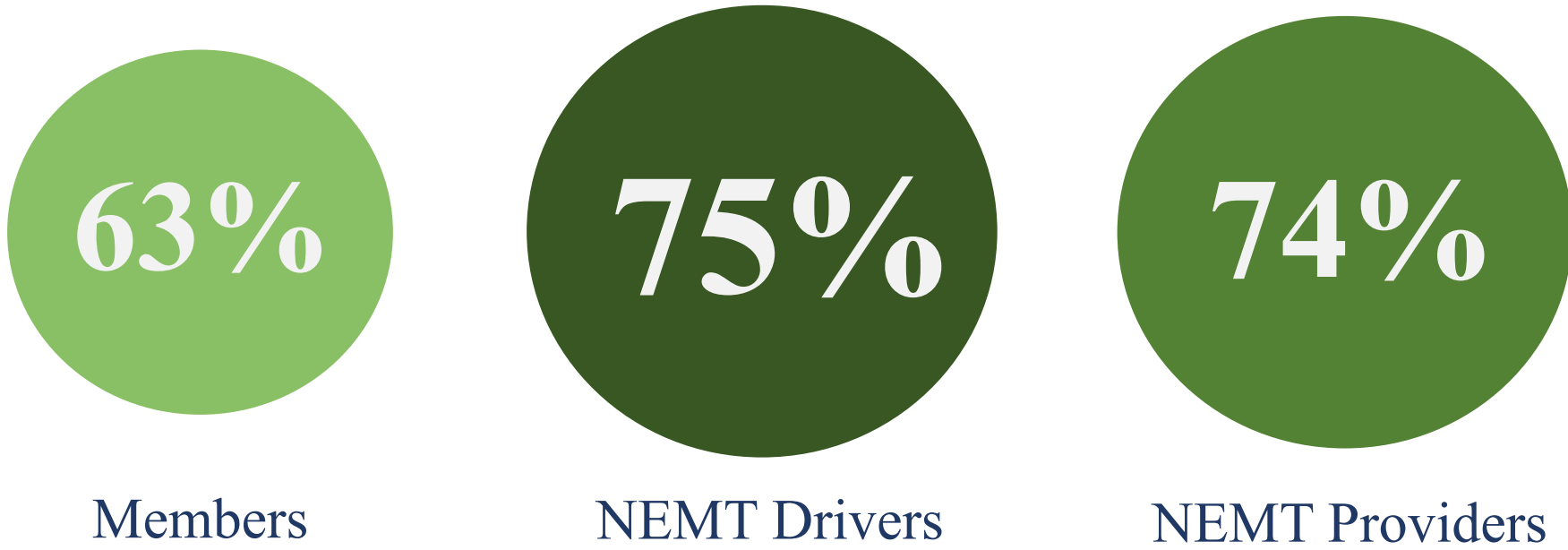
CareOregon, in partnerships with Ride Connection, evaluated the Ride to Care program. Ride to Care is the Non-Emergency Medical Transportation benefit that provides trips for Health Share of Oregon Medicaid members.

The evaluation included the following stakeholders; members, NEMT drivers, and NEMT providers. NEMT providers hire and manage NEMT drivers. Members who were invited to participate in the survey had utilized the NEMT services at least 5 times in the first quarter, drivers who were active at the time of the survey, and providers were under contract at the time of the survey. All stakeholders were also invited to a focus group.

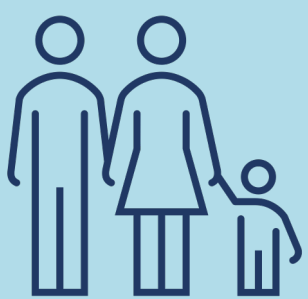
The evaluation was seeking to answer six questions. The evaluation questions and key findings from the evaluation are included in this snapshot report. Findings from the evaluations will be used to make improvements to the NEMT program.

### 1) How satisfied are stakeholders with the NEMT program?

Percentages are a combination of the experience of 'went well' or 'mostly well' with the program.



### 2) Who are the participants of the NEMT program evaluation?



**6,833**

Members received the survey via mail

**11%**

Participation rate  
*Increase of 4.4% from previous year*

(OHA required minimum is 10%)

**4**

Members participated in the focus group



**971**

NEMT drivers received the survey link via email

**11%**

Participation rate  
*Increase of 6.8% from previous year*

**3**

NEMT drivers participated in the focus group



**54**

NEMT providers received the survey link via email

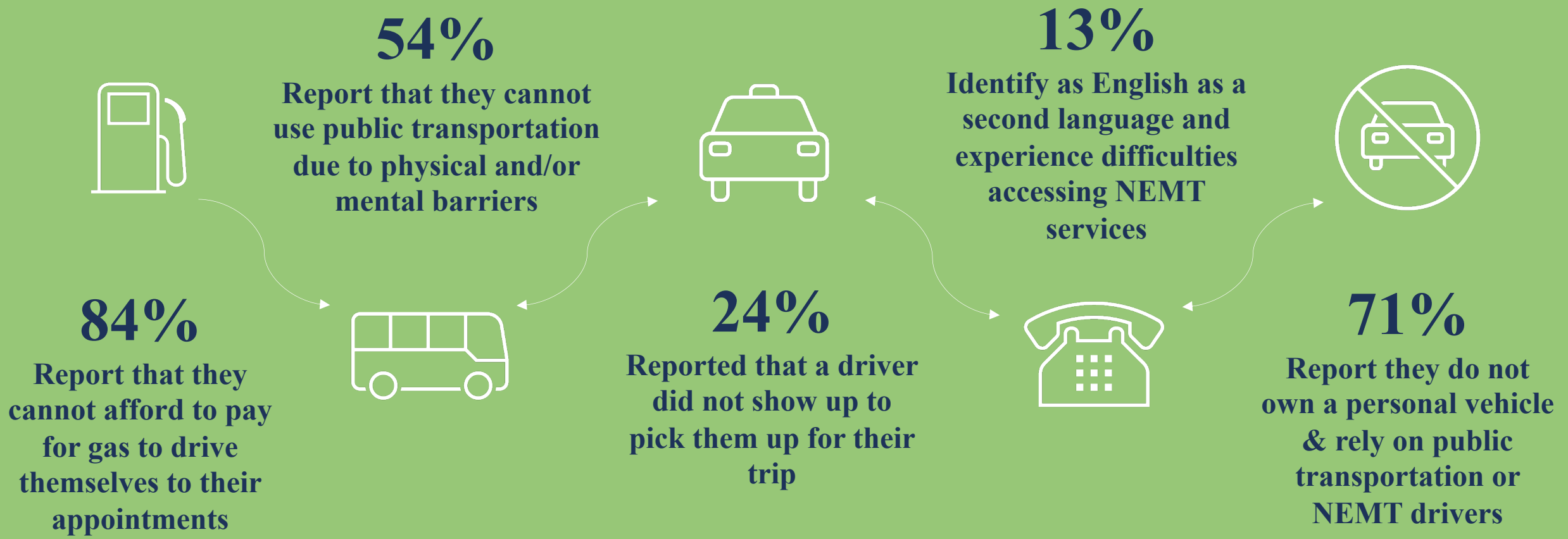
**98%**

Participation rate  
*Increase of 72.2% from previous year*

**4**

NEMT providers participated in the focus group

### 3) What barriers do members experience with the NEMT program?



#### NEMT drivers:

**59%** Were asked to help a member with something outside of transportation needs.  
*Number one ask was to stop for food/beverage.*

**73%** Received trips with missing information.  
*Such as address, contact info, assistance needed.*

#### NEMT providers:

*Nearly 1 in 5:*

- Received trip assignments that did not match their availability. *Such as members requesting a van to fit their wheelchairs.*
- Did not receive their trip assignments in time to manage them.
- Did not feel comfortable taking a last-minute trip assignment.

### 4) What is the stakeholders' experience in providing feedback, or engaging with us, about the NEMT program?

*Members had positive and negative experiences with the NEMT program but did not share them with the call center:*



➔ *The number one reason members told us they did not share feedback is because **members did not know who to call.***



#### NEMT providers

Want more in person meetings and an option to submit feedback online.



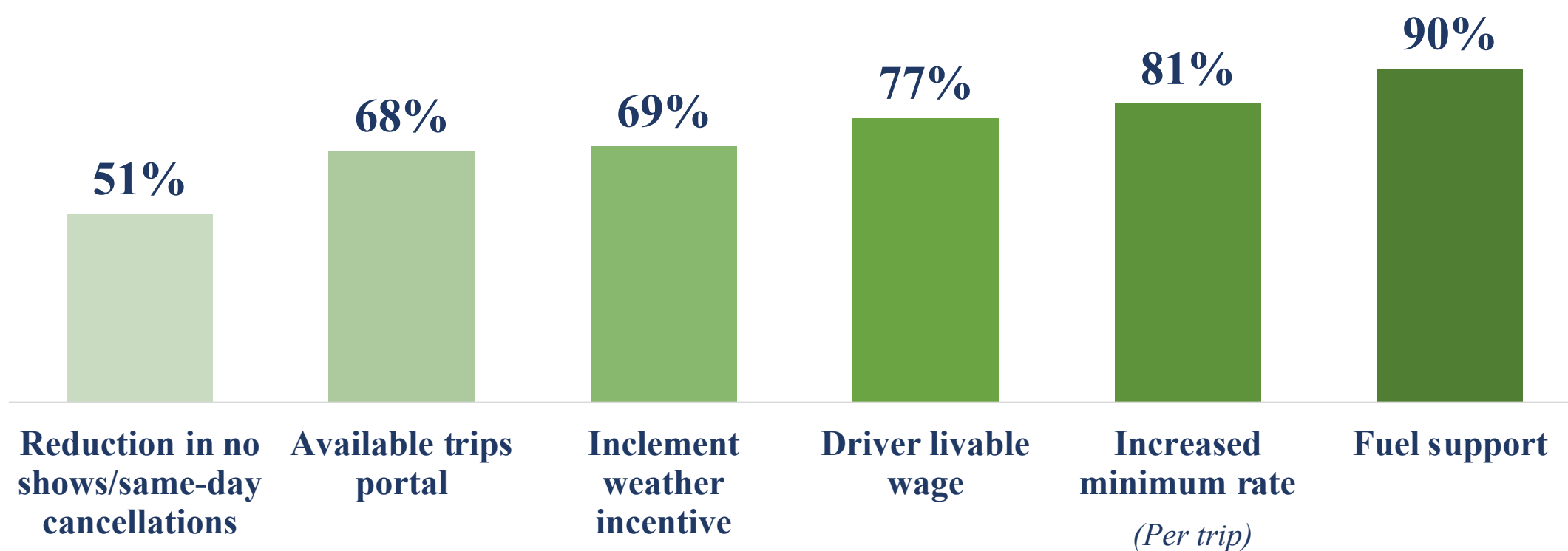
**NEMT drivers**  
76% of drivers would prefer to share feedback via surveys.

#### Feedback from members:

*"...I am so appreciate for organizations that provide this services. I do not have anybody to help me when I have a appointment for hospital and cannot drive by self and so NEMT were very helpful for me. Thank you so much."*

*"I am glad the reimbursement rate has recently increased and that Ride to Care is no longer requiring appointment verification forms. Both of these things caused barriers for me in the past."*

## 5) What recent changes had the most impact on NEMT providers?



Percentages are based on 'most helpful' rating.

## 6) What is the awareness and understanding of the NEMT program?

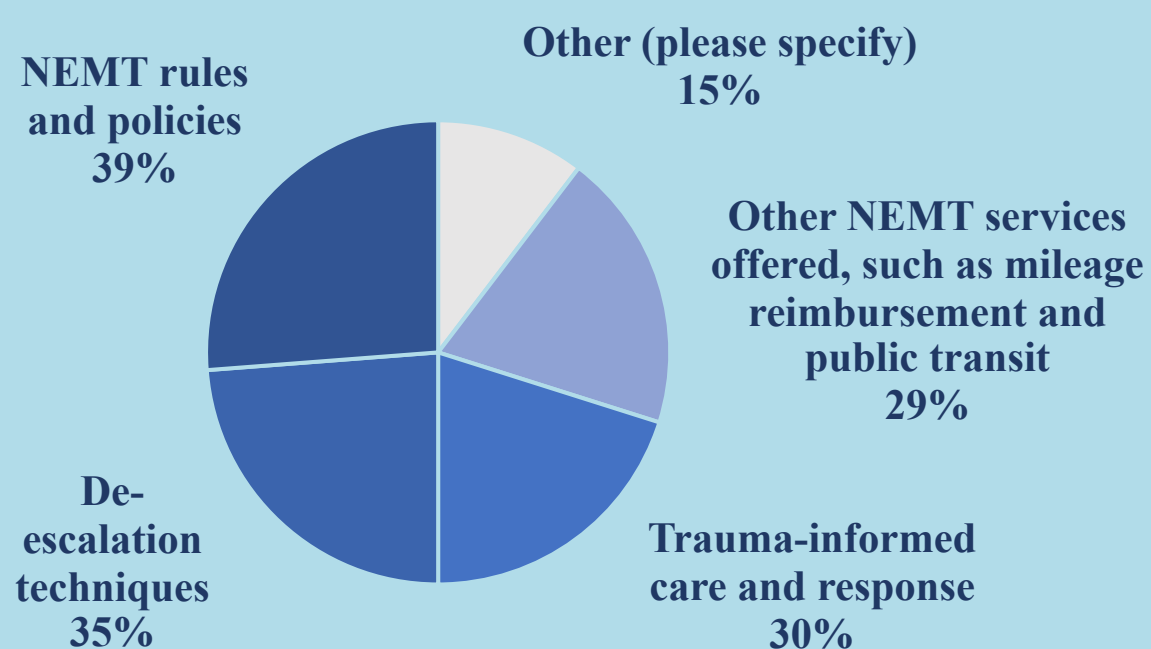
### Members want to learn more about (top 3):

1. Type of trips covered by NEMT
2. Scheduling trips with NEMT drivers
3. Levels of assistance NEMT drivers can provide



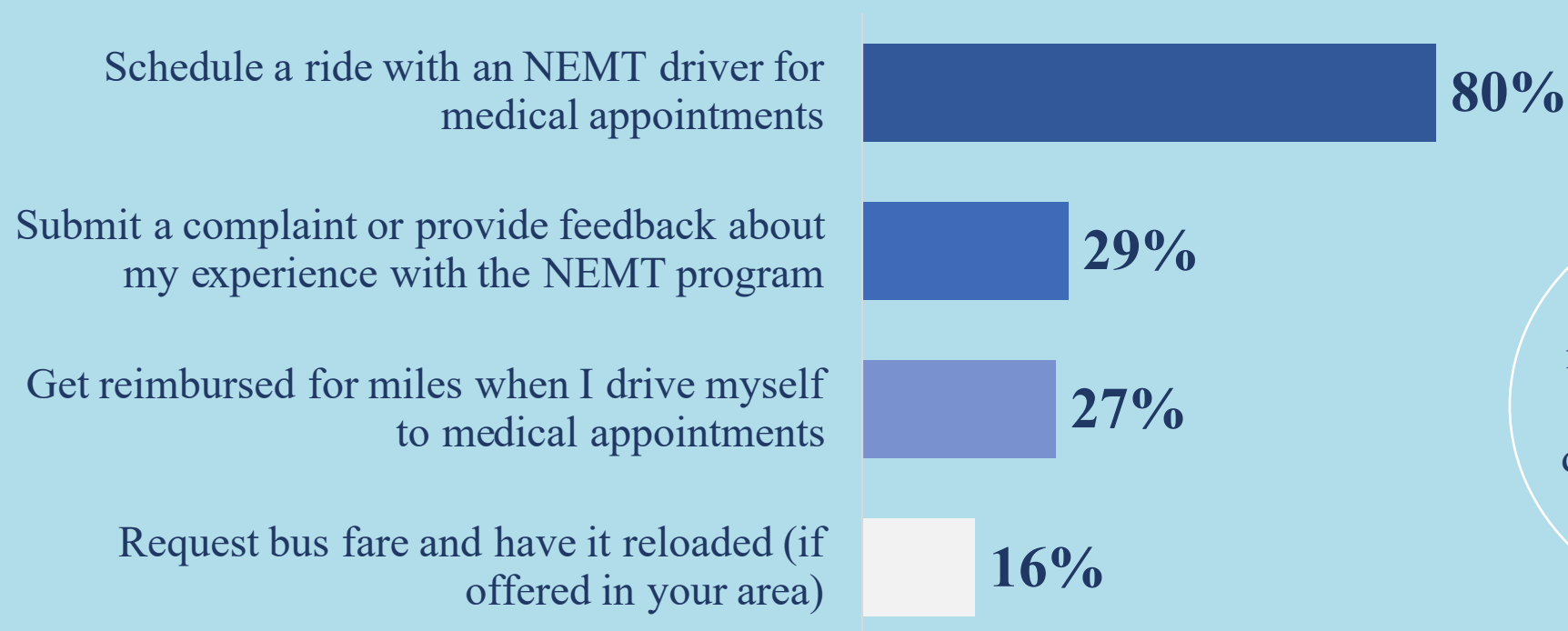
Members learn best by talking to a call center representative.

### Drivers want to learn more about:



NEMT drivers reported in past evaluations experiencing unsafe behaviors from members and their caregivers.

### Members know how to:



About 1 in 10 members reported that they have a hard time doing any of the things listed.



80% of members refer to the NEMT program as 'Ride to Care'.

Only 14% refer to it as NEMT