

Implementation Council: CCA Transportation

December 2024



Introductions

Presenters:

- Corey McCarty, SVP Product, Provider Organization and Ancillary Programs
- Jessica Vida, Sr. Director Ancillary Programs

Q&A:

- Corey McCarty, SVP Product, Provider Organization and Ancillary Programs
- Jessica Vida, Sr. Director Ancillary Programs

Overview of CCA Transportation

- **Purpose:** To support access to medical and non-medical transportation services for community integration and independent living.
- **Goal:** Ensure seamless, member-centered transportation that meets individual needs
- **Collaboration:** Care coordinators, members, transportation broker and providers collaboration is needed for successful benefit offerings.

Definitions:

- **Transportation broker** – CCA's non-emergent transportation benefit administrator (who CCA uses to administer the benefit)
- **Transportation providers** – Contracted transportation companies including drivers (who CCA contracts with to provide requested trips)
- **Rideshare** - Contracted transportation companies who via websites and mobile apps, matches passengers with drivers of vehicles on-demand.

Benefit Overview

CCA partners with a Transportation Broker to administer non-emergent medical and non-medical transportation benefits.

Benefits provided are covered through Medicaid and include:

		One Care
2025 Benefit	Medical Trips	Unlimited to verified Medical appointments/ prescription pick ups within 50 miles of the member's home + Additional mileage upon approval
	Non-Medical Trips	10 one-way trips per month to approved locations within 50 miles from the member's home + Additional trips and mileage upon approval
		One Care
2024 Benefit	Medical Trips	Unlimited to verified Medical appointments/ prescription pick ups within 50 miles of the member's home + Additional mileage upon approval
	Non-Medical Trips	8 one-way trips per month to approved locations within 50 miles from the member's home + Additional trips & mileage upon approval

Transportation is provided to members without access to transportation which may include, family, friends, public or private transportation.



Covered Destinations from a member's home

<u>Medical Destinations</u>	<u>Non-medical Destinations</u>
Provider visits: PCP, Specialist, NP, OD, Podiatry, Dental, FQHC	Clubhouses
Therapy: speech, physical, occupational, psychotherapy	Grocery Store/Food bank/ Pharmacies (non-prescription pick up)
Outpatient services: hospital, oncology, labs, dialysis, CCC	Religious Services
Inpatient: hospital, SNF, Rehab Center, CSU	Banks, ATMs
Cancer/Chemotherapy	Laundry
Senior center, day habilitation, clubhouses, recovery learning communities	Social Determinants: Social Security Office, MassHealth, Housing Authority, Courthouse, After Incarceration SS.
Marie's Place	Library
Pharmacy (prescription pick up)	Local Services: Water department, DMV, RMV
*Addiction and support meetings: methadone clinics, group meetings (AA) * AA meetings restricted to verified AA meetings locations	Other: Veterinary, personal grooming, recreational

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Processes and Best Practices

Transportation Process

Booking Ride Options:

Direct calls to CTS, CCA or via the member portal

Portal Features:

Booking trips, ride status updates and modify trips.

Best Practices

- Develop standardized protocols and requirements for care coordinators, transportation broker and providers
- Provide ongoing training for care coordinators on transportation processes
- Establish clear communication channels for trouble shooting
- Leverage member feedback to refine workflows
- Real time ride tracking

Care Coordinators: Role

Assessment of Needs:

- Works with members to determine transportation medical and non-medical needs
- Ensure transportation aligns with care plan goals
- If members transportation needs exceed standard benefit offering, submit authorization request for review and approval.

Care Plan Integration:

- Include transportation in care plans when clinically or socially necessary

Setting up Rides:

- Assist members with initial booking of rides and educate on how to book rides for future needs
- Approval of additional rides are based on CCA policies and guidelines

Challenges & Barriers:

- *Highly administrative to validate ride and arrange rides*
- *Delayed or missed rides impacting member satisfactions*
- *Limited ability to guarantee benefits and resolve day issues is rural areas.*
- *Rural areas/ inability to use rideshare*

On the Ground: What's Happening

Successes:



- Strong partnerships reducing missed rides
- Proactive member education on benefits
- Updated portals for real-time updates and tracking
- Technology enhancements

Challenges:



- Rural and underserved areas lack transportation options
- Trip notifications turned off by members leading to missed trips
- Rideshare vs non-ride share wait times
- Companion (LTSS) needs: Transportation broker does not arrange for companions and requires plan approval

Additional Benefit Details

All rides must be booked **72 hours in advance**, not including the day of booking.

Transportation must be booked through CCA's transportation broker to be covered.

Companion and **escort** services are **not** provided through the transportation broker and must be secured separately.

- If a member requires a medical companion, please reference Companion Services Medical Necessity

When 2 or more members are traveling to the same locality at the same time, they may share transportation when such arrangements are made