



NEMT Electrification Mobility Project

IXR Mobility and the Black Bottom Group a nonprofit partnership since 2008 providing Non Emergency Transportation services NEMT to doctor's visits for seniors, veterans and the disabled. The mission is to improve the quality of NEMT services, increase the availability of NEMT door-door on-demand services for seniors, veterans and people with disabilities to doctors visits, community banking, and local grocery shopping.

This Community Partnership Agreement (CPA) describes the responsibilities and expectations between Blast Detroit, The Blackbottom Group, IXR Mobility and various identified Community Partners for public good. The purpose of this request is to build our capacity to provide no cost curb-to-curb ridesharing shuttle services for seniors, veterans and the disabled for doctor's visits, local banking and grocery shopping within a 3 mile radius of the Detroit Medical (DMC) and the John D. Dingell Veterans Administration Medical Center (VA). The community partnership contains three components: (1) community mobility needs assessments; (2) on-demand transportation (3) improve on the quality of life.

IXR Mobility and partnered manufacturer of the Navya all electrification autonomous shuttles recognize that our work must be grounded and respond to the needs and schedule preferences of the community. The IXR Mobility DMC 12 passenger all electrification shuttle fixed route project will service 17 senior buildings 4 banks, the John Dingell VA Hospital and the DMC within a 3 mile radius using Navya all Electric Shuttles (onboard attendant for safety). The shuttle service hours are Monday- Friday between the hours of 7am - 7pm. Our efforts to collect community feedback on affordable mobility services from people with disabilities, veterans and seniors have been positive. A community mobility partnership exploration of how people with disabilities, seniors and veterans may benefit from an expanded array of mobility options. Individuals in need of NEMT rely upon a variety of transportation options. These resources involve use of family and friends, volunteer drivers, public-sector transportation (bus service), private-sector transportation (taxi, private NEMT companies, private duty health services, Uber, Lyft, walking or biking). The need for mobility management, centralized information and referral service for reservation of rides across providers is essential.

IXR MOBILITY OBJECTIVES

The goals for the DMC / VA project are to support and develop potential strategies, activities and projects to consider for maintaining and improving mobility gaps for seniors, veterans and the disabled residing in underserved communities. The proposed strategies, activities and projects are grouped by the following:

- Innovate existing transportation services
- Expand and improve paratransit mobility services
- Incorporate On-demand same day scheduling
- Introduce technology for efficiency and data collecting on user experiences
- Improve coordination of public, private, and human services transportation
- Improve mobility outreach marketing and education

- Collect a variety of mobility services data to improve mobility gaps in the region
- Secure additional funding to provide expanded paratransit services in the region
- To improve the quality of life for seniors, and the disabled
- To promote transportation mobility innovation and electrification.

SECURE ADDITIONAL FUNDING TO EXPANDED MOBILITY SERVICES

Develop sponsorship partnerships and Identify new funding sources to support mobility projects. Improve public paratransit services. The key obstacle that the transportation industry faces is how to pay for additional services. IXR Mobility would involve identifying sponsorship opportunities to leverage funding for mobility services in the region, to include meeting multiple unmet needs and issues by tackling non-traditional sources of funding. Big box retailers, hospitals, supermarkets and retailers who want the business of the region's riders that may be willing to pay to become system sponsors. As sponsors they can benefit from advertising and promotional benefits while also supporting their customers. This approach is applicable to both medical and retail establishments already served including new businesses. Some services may still need to be further quantified to show unmet needs and gaps in service.

GOAL: COLLABORATE ON A VARIETY OF SERVICES TO IMPROVE MOBILITY

Coordinate services with current paratransit services to provide on-demand same day scheduling for people with disabilities. The expansion of current mobility programs operated in the region is a logical strategy for improving mobility for seniors and mobility challenged. This partnership would meet multiple unmet needs and issues identified by the population served including providing mobility for people who live beyond fixed route public transit services and people who live in more remote areas. This partnership would support door-to-door transportation for those who need assistance or an escort from a departure point, into and out of a transport vehicle and to the door of their destination. IXR Mobility strategies identified efforts include:

- Provide mobility assistance to riders when needed
- Encourage/make it easier for riders who need assistance to utilize caregivers
- Provide door-through-door service for people with limited mobility
- Support & expand projects that increase stations, stops and transfer points
- Improve capacity of non-medical trip service to meet demand
- Outreach information needs to be in accessible formats
- Manage data collection (functional safety, user experiences, shuttle functionality)

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RE: LOGISTICARE NEMT CONTRACT NO.071B4300041

BETWEEN

THE STATE OF MICHIGAN

The MDHHS NEMT

NEMT is a Medicaid benefit available to Members that have no other means of transportation available. NEMT services are important to nursing facility residents, the frail and elderly, Members with disabilities, and any Members who need critical services such as dialysis, rehabilitation, physical therapy, or chemotherapy and have no other transportation available.

ABOUT IXR MOBILITY

IXR Mobility is a NEMT provider and an advocacy group to help improve on mobility as services for the frail and elderly, people with disabilities, veterans and any Members who need critical services such doctors' visits, dialysis, rehabilitation, physical therapy, or chemotherapy who have no other transportation available at their disposal. The summer of 2019, IXR Mobility will deploy an all-electric autonomous 9 passenger shuttle pilot program to transport seniors and the disabled who live within a 3 mile radius of the Detroit Medical Center in the city to and from medical appointments and pharmacy visits. The pilot project purpose is lead the way in electrification autonomous mobility for NEMT, build trust in autonomous vehicle technology, collect data on users experiences and promote green mobility.

LOGISTICARE RESPONSIBILITIES

LogistiCare will confirm that Members that are eligible for NEMT services receive transportation service that is safe, reliable and on time. As the NEMT broker, LogistiCare coordinates reservations, transportation provider contracting, complaint management and quality assurance, and claims payment for the full range of transportation services, including taxicabs, vans, mini-buses, wheelchair vans, stretcher vans, ambulances, fixed-route public transportation, and travel related expenses... The actual transportation services are provided by independent transportation providers – LogistiCare is not a transportation provider and performs no direct transportation services.

The basic steps LogistiCare follows to arrange transportation, authorize services and reimburse Transportation Providers for services are described below.

1. Customer Service Representatives (CSR's) receive reservation telephone call from the Member (or representative) requesting non-emergency transportation services.
2. The CSR will review the trip request and verify the Member's program eligibility for the requested date of service.
3. The CSR will assess the Member's eligibility for transportation services in accordance with the Client's current transportation policy, including that the Member has no other transportation available
4. The CSR will verify that the trip is to a covered service provided by a Medicaid-enrolled medical provider.

5. The CSR (and the utilization review department, if necessary) will authorize the transportation service level and inform the Member of the transportation arrangements. If necessary, the CSR will verify the transportation need by confirming the appointment with the medical facility.
6. LogistiCare will assign the trip to the most appropriate and least costly Transportation Provider available consistent with the needs of the Member and the Client's policy requirements.
7. Transportation Providers must re-confirm the pick-up with the Member 24 hours ahead of the scheduled medical appointment to reduce the possibility of no-shows.
8. LogistiCare makes payment to the Transportation Provider promptly upon receipt of a properly completed and verified trip invoice.

Our concern is that Logisticare has continuously refuse to offer seniors, veterans and people with disabilities quality, timely ONDEMAND services for medical appointments, leaving riders for 2-3 hours following medical appointments. IXR mobility inclusion has conducted 2 years of studies on how riders are being treated by the service that Logisticare provides. I am sure that The Michigan Department of Health and Human Services (DHHS) is aware of the tremendous complaints from Medicaid Members that depend on Non Emergency Medical transportation services. The Medicaid NEMT contract is up for renewal and request that there be a public comment period before the contract is awarded so that members will have the opportunity to voice their grievances and concerns about the horrible services that has been provided by Logisticare.

Please see our case studies and Logisticare Complaints



Lawsuit blames transport giant LogistiCare for missed appointments and injuries suffered by Medi-Cal patients

2017-06-22 | Los Angeles Times

June 22--Los Angeles County Medi-Cal patients missed dialysis treatments, suffered injuries when their wheelchairs or scooters weren't secured in vans and endured yelling and insults by drivers paid to take them to medical appointments, according to a lawsuit filed Wednesday. Neighborhood Legal Services of Los Angeles County filed the suit in L.A. County Superior Court against LogistiCare, the Atlanta-based company providing the rides. Toni Vargas, one of the attorneys who filed the suit, said that she has received complaints about LogistiCare since 2014, but that the company has not made improvements. "That simple disregard is just the [hallmark] of LogistiCare," she said in an interview.

Medi-Cal, the state's healthcare program for low-income residents, guarantees rides for 13.5 million participants to medical appointments for patients whose conditions prevent them from traveling by bus or car. Dialysis patients are often tired and nauseous after treatment and can't operate cars. The transportation is frequently arranged through LogistiCare, which is one of the

biggest providers of non-emergency medical transportation in the country. The firm doesn't employ drivers directly; it contracts with vendors who provide the rides. LogistiCare coordinates 65 million rides annually in 39 states and Washington, D.C., according to its website.

Jody Gonzalez, general manager of LogistiCare California, said company officials could not comment on pending legal matters, or on individual complaints because of federal patient privacy laws. "In Los Angeles County we provide 2.7 million trips each year and 99.8% are complaint-free. Because our goal is 100% success, we investigate every complaint and work quickly and earnestly to correct any issues," she said in a statement. She also pointed out that because of the huge number of rides managed by LogistiCare, even a small percentage not going as planned could mean thousands of service issues each year.

SERIOUS PROBLEMS

Complaints have surfaced against LogistiCare in other states, including Wisconsin, Michigan, Connecticut and New Jersey. Rose Ratcliff, a plaintiff in the L.A. County suit, said she needs dialysis three times a week because diabetes made her kidneys stop working. "If you miss your appointments, you die. That machine becomes a part of you," Ratcliff, 59, said in an interview. She said she has often missed her four-hour appointments because vans pick her up late from her home in Van Nuys. Once, she said, a driver did not strap down the motorized scooter she uses to get around. "I was trying to tell him, 'Hey, I'm not locked down,' and he kept cursing me," Ratcliff said. She said that moving around in the vehicle damaged her scooter and left her with bruises and scrapes. Other plaintiffs, including wheelchair users, made similar allegations.

The suit alleges that some patients have ended up in the emergency room because of shortness of breath or fluid build-up after their rides showed up late, causing them to miss some of their dialysis treatment. Most Medi-Cal patients are part of managed-care plans, which contract directly with LogistiCare to provide transportation. The lawsuit mentions three such L.A. County plans: Health Net, Anthem Blue Cross and L.A. Care Health Plan. Representatives of Anthem and Health Net said they would not comment on pending litigation.

Hector Andrade, spokesman for L.A. Care, said that about 10,000 of the plan's 1 million members utilize LogistiCare each month. "We are committed to providing high-quality care to all our members and are continuously looking for ways to make improvements," Andrade said, adding that the plan would watch closely how the lawsuit unfolds.

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