CMS established the Medicaid NEMT benefit in 1965 and it was recognition that health outcomes are more than the direct care you receive but also impacted by your ability to access it.

**INDUSTRY SNAPSHOT**
- ~$12B industry
- 400 million trips/year
- ~17,000 NEMT providers with 250k drivers nationally (excludes rideshare)
- Made up of mostly small businesses (12 cars or less)
- Includes ambulatory (sedan, ride share, taxi, and van) to non-ambulatory (wheelchair and stretcher van) services and ambulance, air transport in certain markets.

**MEDICAID-SPECIFIC DATA**
- ~$4B in Medicaid spend
- ~105 million trips/year

* NEMTAC Industry Snapshot
Missed Appointments
Every year, 5.8M million Americans do not get the healthcare they need due to lack of transportation.

Lost Revenue
These missed appointments lead to $150B to $250B in lost revenue to healthcare providers and make clinical staffing an even bigger challenge.

More High Acuity Care
Missed services caused by lack of transportation lead to inconsistent treatment resulting in higher rates of hospitalization.

Health Equity
Lack of transportation disproportionately impacts those we are low-income and/or have chronic conditions.

Source:
3 https://www.healthinnovation.org/work/building-advocacy-capacity/nemt-a-vital-medicaid-benefit
State-run Programs
Administered directly from the Medicaid agency as a fee-for-service (FFS) benefit. The agency administers all services including transportation requests, assignment of trips, and network management. In these states the FQHC is requesting service directly from the Medicaid agency.

NEMT Brokers
Contracted with the Medicaid agency, the broker acts as benefit management organization taking on all tasks and risks with the program. The broker can be statewide or regional depending on the state operations.

Managed Care Organization
Administered directly from the Medicaid agency as a fee-for-service (FFS) benefit. The agency administers all services including transportation requests, assignment of trips, and network management. Many times they are subcontracting the NEMT benefit to a broker or other third party.
Program Management by State

Source:
*https://www.ncsl.org/research/transportation/non-emergency-medical-transportation-a-vital-lifeline-for-a-healthy-community.aspx
How to access for your patients?

Source(s):
Addressing Social Determinants of Health through NEMT

November 12, 2020
Monica Rivera MD MPH
Key Findings from McKinsey 2019 Consumer Social Determinants of Health Survey

n= 2,010 individuals

Social needs have different levels of relative importance in predicting health status across populations

- Medicare (n=1,328)
  - Housing and transportation are relatively more important in predicting health status in the Medicare population

- Medicaid/Medicaid churn (n=2,181)
  - Food and personal safety are relatively more important in predicting health status in the Medicaid/Medicaid churn population

Food security was the most commonly reported social need

Percentage of respondents reporting unmet social need

- Food environment: 35%
- Community safety: 25%
- Housing: 21%
- Social support: 17%
- Transportation: 15%

Source(s): McKinsey 2019 Consumer Social Determinants of Health Survey; McKinsey 2019 Consumer Health Insights Survey
LogistiCare utilizes its transportation related assets to **improve access and coordination across the continuum of care**

Social Determinant of Health
LogistiCare has launched food programs across 9 states since April 2020 in response to COVID-19.

### Programmatic Highlights

<table>
<thead>
<tr>
<th>State</th>
<th>Launched</th>
<th>Scope</th>
<th>Deliveries YTD</th>
<th>Target Population</th>
<th>Community Partner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NJ</td>
<td>April 2020</td>
<td>Food Relief Boxes, Senior Boxes</td>
<td>23K</td>
<td>Food Bank Qualified Individuals, School Food Programs</td>
<td>Salvation Army, Meals on Wheels, Food Banks, etc.</td>
</tr>
<tr>
<td>PA</td>
<td>June 2020</td>
<td>Food Relief Boxes</td>
<td>9K</td>
<td>Medically Fragile Adults/Children</td>
<td>Philabundance, SHARE Food Bank, Faith-based Orgs</td>
</tr>
<tr>
<td>FL</td>
<td>July 2020</td>
<td>Meal Deliveries Grocery Trips</td>
<td>7K</td>
<td>Miami-Dade County Public School System</td>
<td>Local Restaurants, Grocery Stores</td>
</tr>
</tbody>
</table>

Social Determinant of Health
<table>
<thead>
<tr>
<th>Key Assets</th>
<th>Overview of Programs</th>
<th>SDoH Domains</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transportation Network</strong></td>
<td>Food Programs (multiple states): Delivery of meals, food relief boxes; Grocery store trips</td>
<td>![Economic Stability] ![Neighborhood &amp; Physical Environment] ![Education] ![Food] ![Community &amp; Social Context] ![Health Care System]</td>
</tr>
<tr>
<td></td>
<td>Caregiver Support Program (NJ): Partnering with home health companies to transport PCAs, LPNs, RNs, etc.</td>
<td>![Economic Stability] ![Neighborhood &amp; Physical Environment] ![Education] ![Food] ![Community &amp; Social Context] ![Health Care System]</td>
</tr>
<tr>
<td></td>
<td>ED Diversion (NY): Offer transportation to urgent care sites v. EDs to members when medically appropriate</td>
<td>![Economic Stability] ![Neighborhood &amp; Physical Environment] ![Education] ![Food] ![Community &amp; Social Context] ![Health Care System]</td>
</tr>
<tr>
<td><strong>Data and Analytics</strong></td>
<td>Transitions of Care (NY): Provide case managers with discharge data to identify members without a post-discharge follow-up appointment, reduce 30-day hospital readmissions</td>
<td>![Economic Stability] ![Neighborhood &amp; Physical Environment] ![Education] ![Food] ![Community &amp; Social Context] ![Health Care System]</td>
</tr>
</tbody>
</table>
Lyft + SDOH

Prepared for Community Health Center, Inc.
Lyft by the Numbers

- 95% US coverage
- 3-5 minute avg ETA
- 2 million+ drivers
Lyft in Healthcare

A business-to-business platform for sending and scheduling rides for members and patients.

Relationships with thousands of healthcare organizations — from leading payers, providers and transportation managers to unique API integrations including EHRs.
Lyft’s Healthcare Vision

Redesign healthcare transportation to improve health outcomes, decrease costs and delight patients.
Common Healthcare Transportation Challenges

- **Long wait times**: Traditional transportation providers often have patients waiting 15-60 mins.

- **Poor Customer Experience**: Traditional transportation providers often use multi-load vans where passengers are picked up 1-2 hours in advance in a shared vehicle.

- **Lack of data**: Lack of data and transparency leaves room for Fraud Waste and Abuse. Plans often wait months to get performance data.

- **Grievances and Ratings**: Transportation is a top reason for complaints & grievances.

Partnership Case Study: Centene

In 2018, **Centene**, one of the largest health insurers for underserved populations in the U.S., partnered with Lyft to launch Lyft pilot programs at subsidiary health plans across four different states (OH, FL, GA, TX).

The pilot resulted in:

- **66%** decrease in member-rider complaints
- **85%** of rides receiving five stars
- **99%** on-time arrival rate
Partnership Case Study: AmeriHealth Caritas DC

Since 2017, AmeriHealth Caritas DC, has been partnering with Lyft to provide transportation benefits to its enrollees. Over 12 months in 2018-2019, AmeriHealth Caritas provided more than 150,000 rides for 11,400 enrollees.

Analysis of the partnership found:

- **40%** decrease in ER utilization
- **15%** decrease in LANE utilization
- **12%** decrease in ambulance utilization
- **45%** improvement in compliance for 42 key HEDIS measures
SDOH x Mobility: an opportunity to connect the dots
Offering seniors Lyft to improve quality of life

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Solution</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Social Isolation</td>
<td>● Unlimited Lyft rides for 3 months</td>
<td>● 68% said that Lyft’s services made it easier to travel to medical visits</td>
</tr>
<tr>
<td>● Seniors getting to grocery store, pharmacy, gym, and healthcare</td>
<td>● Available on Concierge or Codes</td>
<td>● 74% said it increased their social visits, drastically decreasing feelings of loneliness and social isolation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Increased physical activity by 35%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● 90% reported improved quality of life</td>
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</tbody>
</table>
# Using Lyft to reduce food insecurity

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Solution</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>~80% of DC’s food deserts exist in Wards 7 and 8, with only 3 grocery stores serving over 160,000 residents</td>
<td>Lyft offered $2.50 Shared rides to and from grocery stores for hundreds of Ward 7 and 8 families for 6 months</td>
<td>Participants’ average commute time more than cut in half (from 35 minutes down to 17 minutes)</td>
</tr>
<tr>
<td>Median household incomes in Ward 7 is $38,559 and Ward 8 is $31,642</td>
<td></td>
<td>Scaled the program to over 15 cities in 2019</td>
</tr>
<tr>
<td>Buses run infrequently and most residents live far from bus stops</td>
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</tbody>
</table>

“With the money saved we can now buy more food.” - DC program participant
Lyft Essential Deliveries

Lyft is tapping more drivers to help with delivery of essential items

1M+ Meals Delivered For Covid Response
Case: NIH National Institute on Drug Abuse (NIDA) Grant

Evaluating transportation as a barrier to care for opioid use disorder patients

Overview:
Funded by National Institute of Drug Abuse, Lyft is partnering with Roundtrip, University of Pennsylvania, and BrightView Health to conduct a prospective research study and provide rides to individuals undergoing treatment for Opioid Use Disorder (OUD).

Outcomes of Interest:
Transportation insecurity among OUD population, impact of rideshare on missed appointments, patient experience.
Lyft for Epic

The Lyft for Epic integration enables health system staff to arrange a Lyft ride for a patient directly from that patient’s record in Epic — saving time and allowing them to focus on what matters most: the patients.

Lyft for Epic is available with the Epic February 2020 release or later.
**BENEFITS**

**Improve appointment adherence**
Arrange a Lyft ride when booking an appointment, for fewer missed appointments.

**Increase operational efficiency**
Schedule a Lyft ride at the time of discharge for shorter wait times, less crowded waiting rooms, and improved patient throughput.

**Save time and send rides**
Staff can schedule rides within a patient’s record rather than in a separate tool.

**Measure patient outcomes**
Generate reports to more easily measure the impact of ridesharing on spend and population health outcomes. This will be available in an upcoming release.
Launch Lyft directly from Epic
Open your patient’s record in Epic — a single click launches Lyft in the sidebar.

Confirm pre-filled ride details
The ride request form will pre-populate with patient and appointment information, saving you time. Simply confirm that everything looks correct.

Schedule and track the ride
Once the ride is scheduled, you can track the ride. Then check back anytime on ride status to make sure the patient gets where they need to go.

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SDOH Coding: Gravity Project

Enabling improved usability and interoperability of social determinant data

Overview:
Lyft is participating in the Gravity Project to establish consensus-driven standards that advance interoperable social determinants of health data. Based on rigorous research, food insecurity, housing instability and quality, and transportation access were chosen as the three primary domains of focus.

Goals:
- Improve data collection on social determinants of health
- Establish a ICD Z-Code for transportation insecurity
- Advocate for a HCPCs code for rideshare
# Building Your Transportation Program

<table>
<thead>
<tr>
<th>Ordering Workflow</th>
<th>Patient Needs</th>
<th>Payment Methods</th>
<th>Vehicle Supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Clinic workflow touchpoints</td>
<td>• Curb-to-curb</td>
<td>• Medicaid</td>
<td>• Pre-scheduled</td>
</tr>
<tr>
<td>• Technology systems integration</td>
<td>• Door-to-door</td>
<td>• Grant programs</td>
<td>• On-demand</td>
</tr>
<tr>
<td>• Patient screening tools</td>
<td>• Wheelchair</td>
<td>• Facility paid</td>
<td>• Local transit or paratransit programs</td>
</tr>
<tr>
<td>• Ride status updates and transparency</td>
<td>• Stretcher / gurney</td>
<td>• Patient subsidy</td>
<td>• Service area – urban, suburban, rural</td>
</tr>
<tr>
<td></td>
<td>• Delivery</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Strategy: Build and Leverage Transportation Network

- NEMT
  - Brokers
  - Fee for Service

- Taxi / TNC
  - Taxi
  - Rural Transit
  - Fixed Route Bus
  - Ride Share
  - Volunteer Drivers
  - Private Fleet

- Transit
  - Employee Shuttles
  - Demand Response

- Transportation Network Companies
  - (Uber, Lyft, Sidecar)

- Crowdsourcing

- Autonomous Vehicles
Strategy: Beyond Transportation

NEMS
- Pathology Labs
- Nurse Visits
- Insurance Medical Tests
- Demand Source Systems

Concierge Service
- Demand Response
- Adult Day Care
- Home Cleaning
- Crowdsourcing

Assisted Living
- Private Trips
- Nurse Visits
- Shuttle Rides
- Autonomous Vehicles

Home Delivery
- Meals On Wheels
- Prescription Delivery
A ‘Transportation & Beyond’ Solution

Trip Scheduling & Planning
- Cost
- Driver Availability
- Capacity

Trip Creation/Sourcing
- Clinics / Facilities
- Care coordinators / Physicians
- Ambulatory, Wheelchair, Stretcher
- EHR integration

Communication
- Feedback
- Ratings
- Facebook
- Alexa

Trip Execution & Tracking
- Real Time Tracking
- POD
- Dynamic Opt.

Reporting
- Trip volumes and costs
- Patient show rate, patient satisfaction
- Use of BI tools
Thank you!