

The logo for Community Concepts features a stylized graphic of a road or path leading towards a horizon, positioned above the company name. The name "Community Concepts" is written in a serif font, with "Community" in a larger size than "Concepts".

# Community Concepts

"The mission of Community Concepts, Inc. is to provide leadership, education and support to build thriving individuals, families and communities."

**Comments Prepared for DHHS for MaineCare Non-Emergency Transportation Stakeholders Forum  
April 25, 2011**

Community Concepts has prepared this summary to share our insights and recommendations regarding the State's plans to move to a non-emergency medical transportation brokerage program. Our hope is that we and other providers can work cooperatively with the State to achieve an outcome offering quality, consistency and efficiencies for members, providers and the State.

Community Concepts, Inc has served the counties of Androscoggin, Franklin and Oxford as a non-emergency transit provider for over 27 years. Community Concepts is the only MaineCare transportation provider that is not funded by the DOT/FTA. Our vehicles have been purchased with agency funds in an effort to provide cost-effective van transportation services in the Lewiston/Auburn hub. The core of our transportation program is our more than 300 volunteer drivers that provide transportation out to the most rural parts of the counties we serve. Our volunteers have had extensive training in CPR, first aid, passenger safety, driving dynamics and customer services. Before they become drivers, they must undergo both a driving and a criminal background check paid for by Community Concepts, Inc. Community Concepts was recognized as the Best Rural Transportation Program in America by the Community Transportation Association of America (CTAA). We are equally proud of the fact that our client satisfaction ratings in recent years have consistently remained at 95-98 percent.

Community Concepts believes the structure of the proposed broker model should require utilization of the current provider network to sustain a seamless transportation delivery with minimal impact on members. Assets of the provider network include:

- The infrastructure presently in place to assure coverage-particularly in remote areas.
- The existing capacity of volunteer drivers, dispatch staff, agency purchased vehicles and established training protocols that can assure the provision of high quality 24/7 service.
- The significant investments we have made that allow us to interface with the current MaineCare billing system
- The ability to sustain employment for Maine residents.

As you can see in the accompanying attachment, Community Concepts is the largest provider in the network. We have a proven track record of cost effectiveness as evidenced by our ability to annually piggyback in excess of 33,000 trips totaling about 2 million miles. This provided well over 1 million dollars in savings to the State of Maine.

Along with the comments you will receive from the Maine Transit Association, which we endorse, we also offer the following recommendations for consideration in the development of the RFP for the State's brokerage program. These recommendations are based on successful designs in other states including Kentucky, Virginia, Delaware, Oregon and South Carolina.

- Pro-actively assure MaineCare beneficiaries understand their transportation benefits and how to access services by requiring the Broker to annually develop and implement a plan for educational outreach.
- Assure the sustainability of the transportation network by establishing the rate methodology for provider reimbursement and that within that methodology, specific factors be established to trigger rate reviews such as gas pricing and insurance cost trends.

- Assure a smooth transition for existing transportation members by establishing a two-year safe harbor period during which the Broker is required to contract with all current transportation providers. Subsequent to this period, we strongly recommend that the Broker be required to contract with any willing and qualified transit provider.
- Assure consistency and fairness for beneficiaries and minimizes risks to providers by establishing clear client transportation mode eligibility standards.
- Require that the Broker access volunteer driver capacity only through local and regional providers who can meet quality standards related to screening, training, safety and evaluation.
- Work with the Broker to allow provider claims submissions to be made through the existing MaineCare billing system. This will assure that no new burdens related to billing infrastructure are placed on providers.
- Establish a permanent oversight committee to assure all parties (inclusive of beneficiaries, providers, and the Broker) have a voice in monitoring the outcomes and operational standards of the new delivery system.

## Community Concepts Transportation Statistics

	2008	2009	2010
MaineCare Trips	359,104	374,627	394,608
MaineCare Miles	12,342,296	12,189,376	12,239,279
All Trips	397,199	418,648	439,497
All Miles	13,358,958	13,132,360	13,081,149
Clients	8,921	9,024	9,416
Volunteer Drivers	412	427	403

	By Funding		By County	
	2008	2009	2008	2009
<b>MaineCare Funding</b>				
Agency Trips	36,577	33,223	30,108	179,855
Agency Miles	108,030	87,439	72,610	5,028,379
Self Trips	98,809	104,836	106,920	3,843
Methadone Trips	32,627	42,845	42,117	139
Self Miles	3,233,596	3,529,754	3,488,860	
Methadone Miles	1,520,577	1,947,524	1,883,536	
Volunteer Trips	214,512	219,774	236,153	
Piggyback Trips	39,271	33,189	37,197	
Methadone Trips	60,533	47,132	51,872	
Volunteer Miles	8,826,871	8,311,659	8,424,410	
Methadone Miles	2,437,755	1,833,958	1,771,236	
PiggyBack Miles (Not Billed)	2,087,459	1,669,551	1,903,501	
SubContract (21/29) Trips	9,206	16,794	21,427	
SubContract (21/29) Miles	173,799	260,524	253,399	
Clients Served	7,978	7,986	8,181	
<b>Foundation Funding</b>				
Agency Trips	918	961	364	
Agency Miles	2,619	2,292	876	
Volunteer Trips	2,413	4,093	2,645	
Volunteer Miles	81,728	120,401	72,918	
Clients Served	231	227	172	
<b>Other Contracts (i.e., Schools, DHHS)</b>				
Agency Trips	7,070	7,419	7,312	
Agency Miles	17,341	18,761	16,543	
Volunteer Trips	27,694	31,548	34,568	
Volunteer Miles	914,974	801,530	751,533	
Clients Served	1,944	2,476	2,832	
			119,869	119,869
			4,099,655	4,452,833
			2,038	1,971
			134	149
			110,066	119,982
			4,230,924	3,987,517
			3,040	3,126
			139	137
			107,278	117,854
			4,099,655	4,452,833
			2,038	1,971
			134	149
			119,869	119,869
			4,099,655	4,452,833
			2,038	1,971
			134	149