



2023 TransLink NEMT Program Evaluation Findings

CareOregon, in partnerships with TransLink, evaluated the NEMT program. TransLink is the agency administering the Non-Emergency Medical Transportation benefit for Jackson Care Connect Medicaid members.

The evaluation and survey included the following stakeholders: members, NEMT drivers, and NEMT providers. NEMT providers hire and manage NEMT drivers. Stakeholders incorporated members who utilized the NEMT services at least five times in the first quarter, drivers who were active at the time of the survey, and providers that were under contract at the time of the survey. All stakeholders were also ultimately invited to a focus group.

The evaluation was seeking to answer five 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 experiences rated as "went well" or "mostly well."



Members

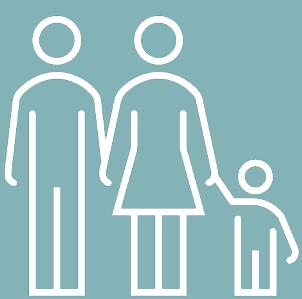


NEMT Drivers



NEMT Providers

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



884

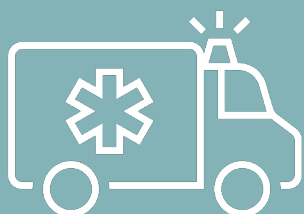
Members received the survey via mail

15%

Participation rate
Increase of 6.3% from previous year

1

Member(s) participated in the focus group



230

NEMT drivers received the survey link via email

3%

Participation rate
Decrease of 0.7% from previous year

0

NEMT drivers participated in the focus group



18

NEMT providers received the survey link via email

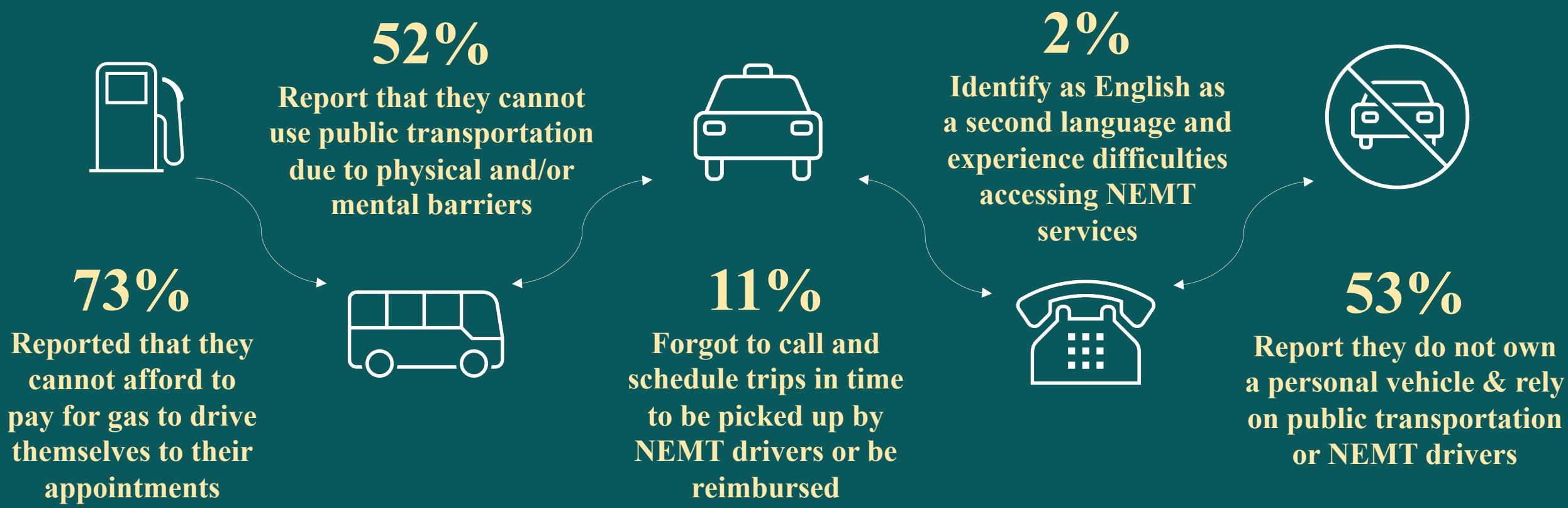
44%

Participation rate
Increase of 23.6% from previous year

0

NEMT providers participated in the focus group

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



NEMT drivers:

86% Were asked to help a member with something outside of transportation needs.
Top asks were stopping for food/beverage or being dropped off at an address different from the one listed in the trip details.

57% Received trips with missing information.
Such as address, contact info, assistance needed.

NEMT providers:

Nearly 1 in 7:

- 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.

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:



➔ *Top reason members may not have shared feedback is because they forgot to call.*



NEMT providers

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



NEMT drivers
 71% of drivers would prefer to share feedback via surveys.

Feedback from members:

"All the drivers who assisted me in my transportation needs have been professional in performing their duties. The vehicles are well maintained and clean. I have enjoyed my interactions with all of the drivers Thank you for this service."

"It's a wonderful thing to have. It helps out a lot."

5) What is the awareness and understanding of the NEMT program?

Members want to learn more about (top 3):

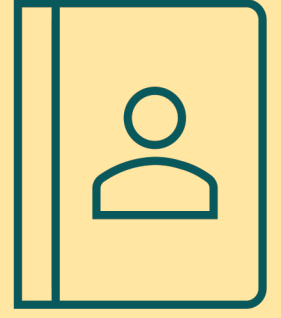
1. Type of trips covered by NEMT
2. Levels of assistance NEMT drivers can provide
3. Scheduling trips with NEMT drivers

Members learn best

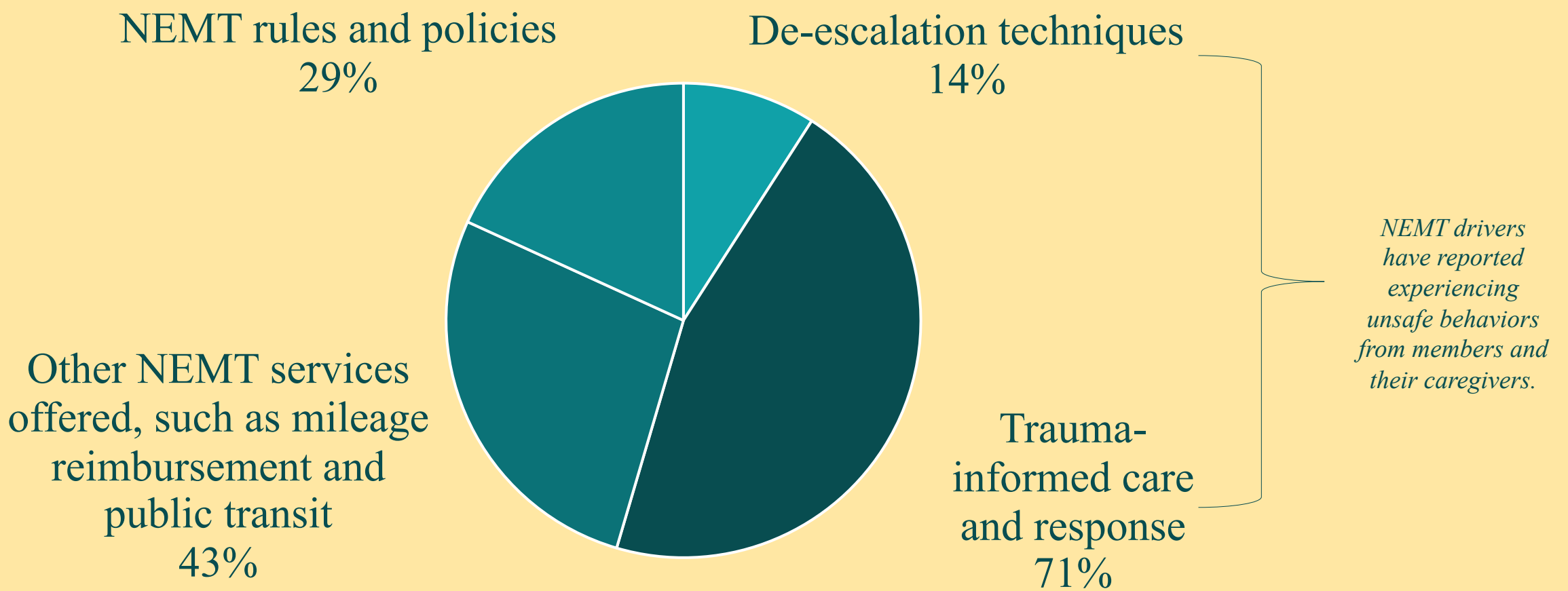


By talking to a call center representative.

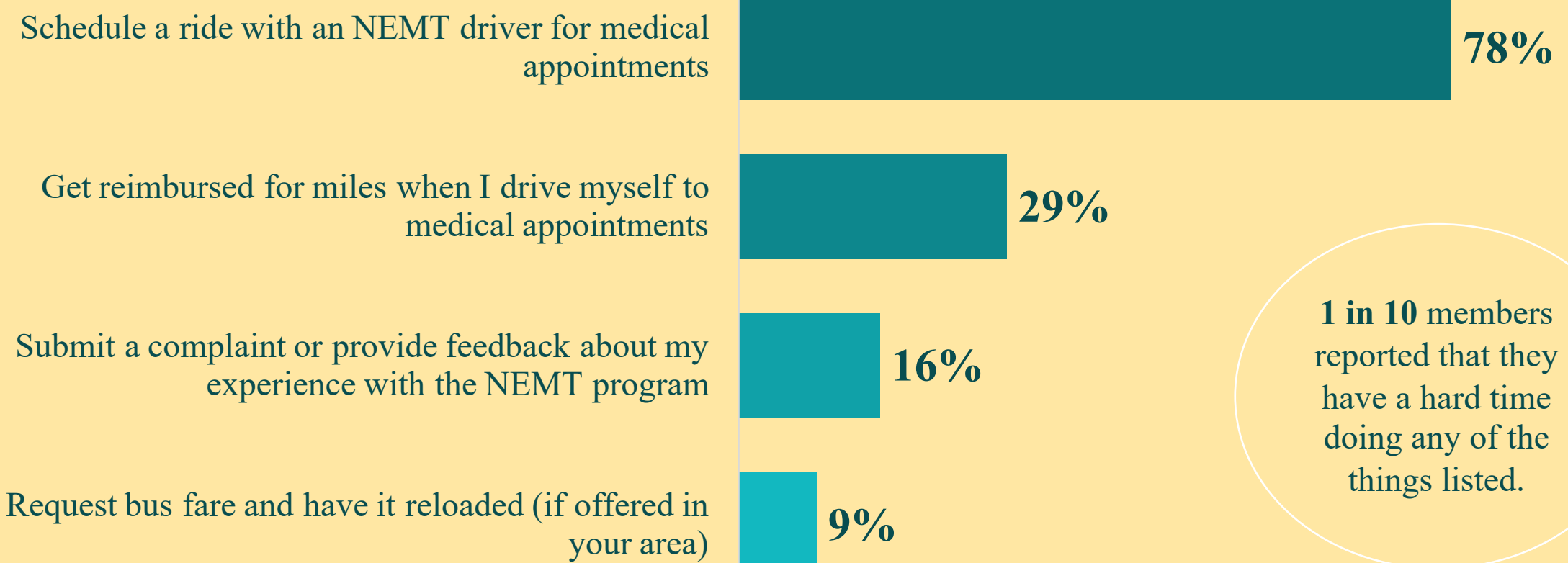
Or by reading the rider's guide.



Drivers want to learn more about:



Members know how to:



82% of members refer to the NEMT program as 'TransLink'.

Only 17% refer to it as NEMT