



# **Executive Office of Health and Human Services**

## **Human Service Transportation Office**

**Overview October 2018**



# Overview of the Human Service Transportation Office (HST)



- ***Mission:*** *To promote access to health and human services, employment and community life by managing a statewide transportation brokerage network for eligible consumers and by providing technical assistance and outreach strategies in support of local mobility and transportation coordination efforts especially for transportation disadvantaged Massachusetts residents.*
  
- ***Transportation Programs are managed for six EOHHS agencies:***
  - **MassHealth (Medicaid, Day Hab and Early Intervention)**
  - Department of Public Health (Early Intervention)
  - Massachusetts Commission for the Blind
  - Department of Developmental Services
  - Massachusetts Rehabilitation Commission
  - Department of Mental Health



# Overview of the Human Service Transportation Office (HST)



EOHHS contracts with select Regional Transit Authorities (RTAs) that function as brokers to provide direct transportation services to EOHHS consumers in nine distinct HST Areas (HST1-9), which encompass all cities and towns within the Commonwealth. Each HST broker administers transportation services through subcontracting with qualified transportation providers in their HST Area(s). Collectively the six RTA's subcontract with over 300 different transportation providers in the Commonwealth.

In FY18 the Human Service Transportation Office (HST) provided 8,668,416 trips to 48,748 consumers. This represents a 1.4% increase in trips and a 1.6% decrease in consumers as compared to FY17.

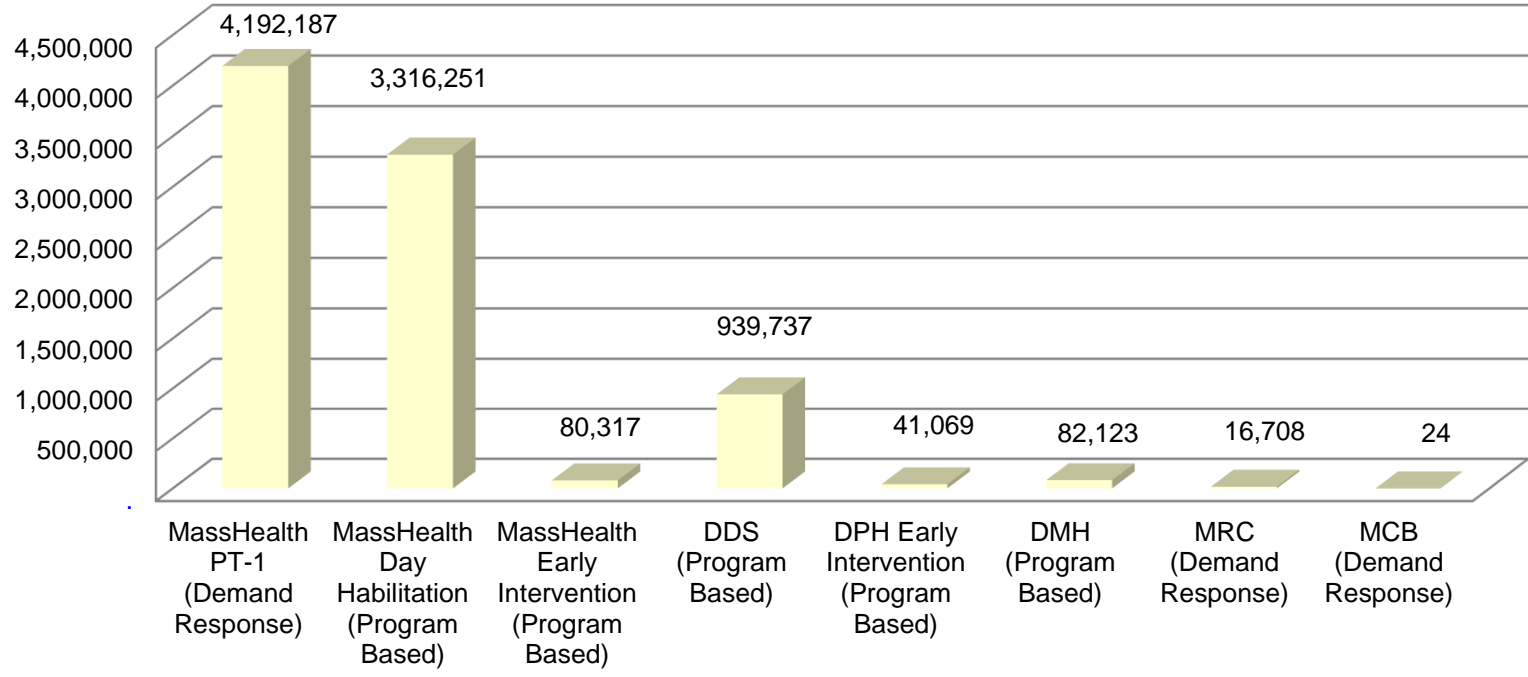


# Human Service Transportation Office (HST)

## SFY18 Trips by agency

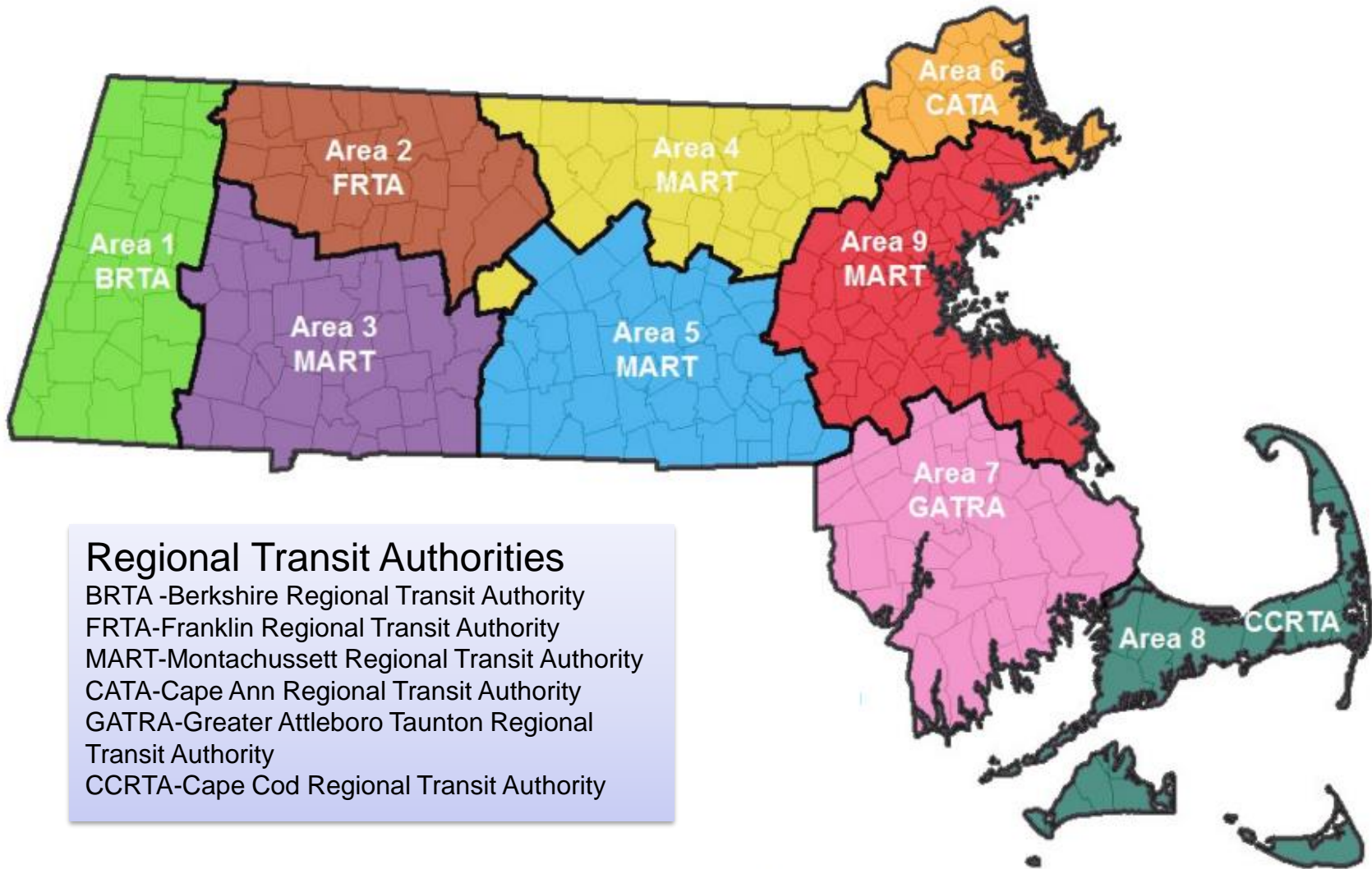


### FY18 Total One Way Trips (By Agency)





# Regional Transportation Areas



## Regional Transit Authorities

- BRTA -Berkshire Regional Transit Authority
- FRTA-Franklin Regional Transit Authority
- MART-Montachusett Regional Transit Authority
- CATA-Cape Ann Regional Transit Authority
- GATRA-Greater Attleboro Taunton Regional Transit Authority
- CCRTA-Cape Cod Regional Transit Authority



# Roles and Accountabilities



## HST Office

- Negotiates Broker Services Contract, management fee, and direct service rates
- Establishes standards to ensure consumer safety
- Monitors broker performance
- Addresses day to day issues with agencies, programs, and consumers
- Collects and analyzes Broker performance data
- Monitors cost effectiveness
- Works with Brokers and agencies to improve the consumer experience

## Broker

- Competitively procures & contracts with transportation providers
- Processes Transportation Requests in accordance with consumer's needs
- Manages the entire service delivery network within its HST Service Area;
- Verifies the eligibility of all MassHealth consumers;
- Responsible for the satisfactory performance of each of its subcontractors
- Facilitate access to available public transit (if applicable)
- Maintains communications capability from 8am-5pm Mon-Fri to receive and respond to telephone requests from the agencies or consumers

## Subcontractor

- Provides Curb to Curb service to consumers in accordance with transportation request and meeting Service Provider Performance Standards established by the HST office
- Submits billing and attendance to Broker
- Is never to leave a consumer stranded

## Purchasing Agency

- Determining consumer eligibility for transportation services
- Reviewing and paying monthly bills for direct transportation costs
- Communicating operations concerns to HST



# MassHealth Transportation



- ***The HST Office Brokers two types of Non-Emergency Medical transportation for eligible MassHealth members:***
  - **\*Demand-Response PT-1 Transportation (“dial-a-ride”):** Curb-to-curb transportation provided to eligible members to MassHealth covered services such as routine medical appointments and ongoing, life-sustaining medical treatment.
  - **\*Program-Based Transportation:** Transportation to and from a specific destination, such as the site of a day habilitation or clubhouse program, on a regularly scheduled basis.
  
- \* *RTA Brokers are required to award all trips and routes to the lowest/qualified bidder. Program based routes are competitively procured every five years by the RTA Brokers.*





# Demand Response PT-1 Transportation



***Demand-Response PT-1 transportation is authorized with a PT-1 form, completed and submitted by the member's medical provider and sent to Maximus (MH's Customer Service Center) for adjudication.***

- PT-1 forms are filled out and submitted on-line by MassHealth medical providers
- PT-1 forms may be used to authorize multiple trips to a particular location within a period of up to six (6) months for acute illness; and up to year for chronic illness.
- PT-1 forms should be submitted at least seven (7) business days before the date transportation is to occur.
- PT-1 transportation is only authorized to transport eligible members to MassHealth covered services.
- Members provided PT-1 transportation may be transported with other members, unless the provider submitting the forms attests that a member's medical condition requires that the member not share a vehicle. Providers must identify the medical condition requiring a non-shared ride.
- Transportation is limited to 25 miles by MassHealth regulations. Transportation may be provided beyond 25 miles if the provider can justify a medical need for transportation beyond 25 miles.





# SFY2018 MassHealth Program



## ***Eligibility and Utilization Statistics:***

**Approximately 1,553,796 MassHealth members categorically eligible for PT-1 benefits in SFY2018 (MassHealth Standard, CommonHealth, and CarePlus).**

- **94,142** members had an authorized PT-1 form
  - **6.06** percent of the categorically eligible population
- **43,806** members utilized their authorized PT-1 form (based on Revenue Expenditure reporting submitted by brokers)
  - **46.53** percent of the authorized population
  - **2.82** percent of the categorically eligible population

## ***MassHealth Brokerage Volume and Costs:***

- **HST Brokerage-wide:** 7,588,755 one way trips; \$201,830,814 spend (**\$26.60 avg./trip**)
  - **MassHealth Demand Response:** 4,192,187 one way trips; \$91,298,835 spend (**\$21.79 avg./trip**)
  - **MassHealth Day Habilitation (Program Based):** 3,316,251 one way trips; \$107,945,756 spend (**\$32.55 avg./trip**)
  - **MassHealth Early Intervention (Program Based):** 80,317 one way trips; \$2,586,223 spend (**\$32.20 avg./trip**)



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Questions?