

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Education, Veterans & Aging
Services Committee
INITIATED BY



Justin Svingen
DRAFTED BY

Education, Veterans & Aging
Services Committee
SUBMITTED BY

March 17, 2014
DATE DRAFTED

**URGING THE LEGISLATIVE AUDIT BUREAU TO CONDUCT AN AUDIT ON THE
MEDICAID TRANSPORTATION BROKERAGE PROGRAM**

1 **WHEREAS**, the Wisconsin Department of Health Services has contracted with MTM, Inc., to provide
2 statewide transportation brokerage for non emergency medical trips for Medicaid eligible medical
3 appointments; and,
4
5 **WHEREAS**, MTM replaces the original broker (Logisticare) that abruptly terminated its contract with
6 the State amidst complaints from consumers and local community groups of poor service; and,
7
8 **WHEREAS**, complaints about the MTM delivery of services continue to accumulate, including
9 incidents of late cancellations, provider no shows, incorrect transportation referrals, and sending
10 incompatible transportation providers; and,
11
12 **WHEREAS**, vulnerable residents of Rock County are putting their health at risk as they forego
13 preventable medical treatment because they have no trust that the brokerage program can get them to
14 and from their appointments; and,
15
16 **WHEREAS**, some Medicaid eligible Rock County residents are resorting to using their own scarce
17 resources to secure alternative transportation; and,
18
19 **WHEREAS**, as taxpayers fund the statewide brokerage program and public transit, taxpayers are
20 essentially paying twice for one trip;,
21
22 **WHEREAS**, an audit would determine if the program is meeting the objectives established by the State,
23 including reasonable and timely service to covered appointments, the use of the most appropriate and
24 economic mode of transportation, reduction of fraud and abuse, increased program efficiency, and
25 proper documentation and reporting practices.
26
27 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly
28 assembled this 27th day of March, 2014 does hereby support legislators request to the Legislative Audit
29 Bureau for an audit of the statewide Medicaid transportation brokerage program.
30
31 **BE IT FURTHER RESOLVED** that the Rock County Clerk is instructed to forward this resolution to
32 the Wisconsin Legislative Delagation, the Governor and the State Co-chairs of the Legislative Audit
33 Committee.

14-3B-564

Respectfully submitted,
EDUCATION, VETERANS & AGING SERVICES COMMITTEE

Terry Thomas
Terry Thomas, Chair

Wayne Gustina
Wayne Gustina, Vice Chair

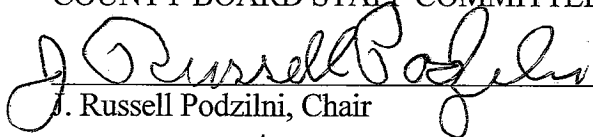
Absent
Steve Howland

Edwin Nash
Edwin Nash

Rick Richard
Rick Richard

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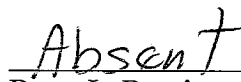
COUNTY BOARD STAFF COMMITTEE


J. Russell Podzilni, Chair

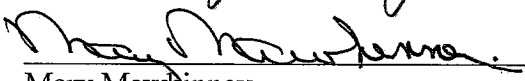

Sandra Kraft, Vice Chair

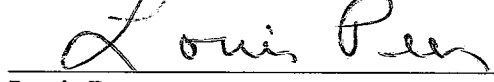

Eva Arnold

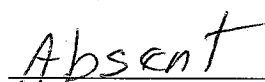

Henry Brill


Betty Jo Bussie


Marilyn Jensen


Mary Mawhinney


Louis Peer


Kurtis Yankee

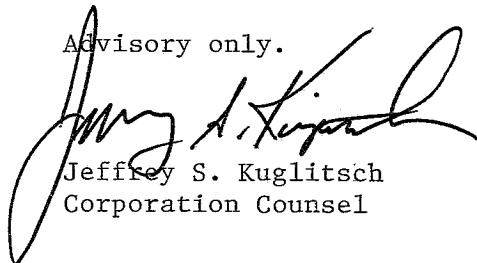
FISCAL NOTE:

This resolution recommends an audit of the statewide Medicaid Transportation brokerage program. There is no fiscal impact to the County.


Sherry Oja
Finance Director

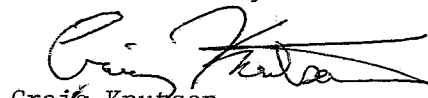
LEGAL NOTE:

Advisory only.


Jeffrey S. Kuglitsch
Corporation Counsel

ADMINISTRATIVE NOTE:

Matter of Policy.


Craig Knutson
County Administrator

Executive Summary

Urging the Legislative Audit Bureau to Conduct an Audit on the Medicaid Transportation Brokerage

On July 1, 2011 the Wisconsin Department of Health Services (DHS) implemented a transportation management system to coordinate eligible non-emergency medical transportation (NEMT) for Medicaid recipients. The statewide brokerage program was designed to:

- Improve the access and quality of NEMT services for all members statewide.
- Implement a uniform access-service policy across the state.
- Reduce costs for Wisconsin Medicaid and NEMT service providers by ensuring travel is arranged with the most economical mode of transportation.

Logisticare was selected as the initial broker and began operations on July 1, 2011. Complaints about the new system began immediately and included missed appointments, provider no-shows, misinformation, intimidation, and members being transported to appointments with no return transportation scheduled.

Logisticare severed its contract with DHS. MTM, Inc. was selected by the State to take over NEMT management on August 1, 2013.

The struggles have continued under MTM. For example, passengers have stated that MTM will call minutes before an appointment to say that they can no longer accommodate their trip request or no one will show up to provide the transport causing members to miss appointments. Many Medicaid eligible individuals have resorted to using their own limited resources to pay for alternative transportation. Often, this falls on an already over burdened public transportation system.

It should be noted that the broker receives funding upfront for not only coordination but the transportation component as well.

As taxpayers fund the statewide brokerage program and public transit, taxpayers are essentially paying twice for one trip. Under a worse case scenario, some members are foregoing medical care altogether leading to greater costs down the line as preventable illnesses turn into serious medical issues.

A third bipartisan attempt has been initiated urging the Legislative Audit Committee to review the broker and this resolution supports the legislators' efforts.