

THE VALUE OF MEDICAID'S TRANSPORTATION BENEFIT

Results of a Return on Investment Study

MTAC (<https://mtaccoalition.org/>) was formed in 2017 to educate federal and state policymakers about the benefits of non-emergency medical transportation (NEMT) and the need for policies that support continued access to transportation. Founded by the leading brokers of NEMT, **LogistiCare Solutions, LLC**, **MTM, Inc.**, and **Southeastrans, Inc.**, the coalition has quickly gained support and its current membership numbers 17 organizations including leading patient and health plan organizations.

BACKGROUND

MTAC commissioned a first of its kind study to examine the return on investment of NEMT by examining actual Medicaid claims data and surveying actual NEMT users. The study was conducted by Faegre Baker Daniels Consulting, Wakely, and Dr. Patricia Salber.

Three conditions and corresponding treatments were evaluated: **Dialysis for Kidney Disease**, **Wound Care for Diabetic Wounds**, and **Treatment for Substance Use Disorder (SUD)**.

RESULTS

The study supports the hypothesis that missed medical appointments lessens patient adherence with clinical guidelines, which leads to complications and expensive medical services. The value of NEMT is shown most clearly in the costs avoided from increased expensive medical services and lower treatment adherence for Dialysis for Kidney Disease and Wound Care for diabetic wounds, demonstrating that **NEMT pays for itself as part of a care management strategy for people with certain chronic conditions.**

PRIMARY FINDINGS OF THE STUDY

- **58%** of nearly 1,000 beneficiaries surveyed reported that they **would not be able to make any medical appointments** without NEMT.
- **10% of surveyed beneficiaries reported that they would die or probably die** when asked what would happen if they did not have the transportation ride services they currently receive.
- The ROI of NEMT to attend regular dialysis treatments for treating **kidney disease** per 10,000 members per month is **\$34,229,448**.
- The ROI of NEMT to attend **diabetic wound care** treatments per 10,000 members per month is **\$7,920,635**.
- The parameters of the study failed to demonstrate positive ROI for SUD; different study parameters (such as a longer claims review period or consideration of broader social and governmental costs) might have led to positive ROI. Claims costs did not steadily decrease with more SUD treatment, making it hard to assign value of greater adherence to necessary medical appointments.

NEMT pays for itself as part of a care management strategy for people with certain chronic diseases. Total ROI for all three conditions per 30,000 members (10,000 per condition) per month is \$40,040,304.

To learn more about NEMT in Medicaid and other health insurance markets, see two *Health Affairs Blog* articles: *Budget Proposal Would Allow States To Drop Medicaid Transportation Benefits Across The Entire Program* (<https://www.healthaffairs.org/doi/10.1377/hblog20180608.971229/full/>) and *Non-Emergency Medical Transportation: Will Reshaping Medicaid Sacrifice An Important Benefit?* (<https://www.healthaffairs.org/doi/10.1377/hblog20170920.062063/full/>)