



NEMT Impact Study for MTAC



Report of Findings

July 20, 2018

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Aggregate Data (*Provided Separately*)



Evidence-based research across diverse industries

Our experience in instrument design affords our clients actionable analytics to help them identify, address, and improve offerings to, and the way they communicate with, their key constituents.

With nearly 40 years of experience in diverse markets, our consultative approach ensures our data can serve as the basis behind important business decisions.

Cross-functional engagement teams ensure a complete view of the issues and solutions.



Expertise in a diverse set of research methodologies

Having conducted millions of surveys and thousands of focus groups since 1979, our experience in instrument design, data collection and the presentation of those findings in manageable, actionable ways allows us to serve our clients across the spectrum of research studies.



Telephone Interviews

In-house, multi-lingual
interviewing capabilities



Digital Surveys

Web + mobile-based
survey programs



Focus Groups

State-of-the-Art
facilities and capabilities



In-Depth Interviews

Trained researchers allow us to
dive deep in a 1:1 setting



Solutions that focus on strategic and operational needs of clients

Whether direct to clients or through their agencies, we apply our core research methodologies, often applying a mixed methodology to ensure a study that captures both quantitative and qualitative information, to ensure our solutions exceed client expectations.

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Project Overview

- GreatBlue was commissioned by Faegre Baker Daniels, on behalf of the Medical Transportation Access Coalition (MTAC), to conduct a study to measure the need for Non-Emergency Medical Transportation, or NEMT, services among a sampling of patients who currently receive these transportation services.
- The primary goal for this research study was to measure patient reliance on NEMT services, frequency of usage of NEMT services, and measure the effect on patients in the event these NEMT services were eliminated.
- In order to service this need, a telephone survey was conducted among patients currently utilizing NEMT services who are receiving either dialysis or kidney disease, wound care for diabetes, or treatment for substance abuse.
- The outcome of this research will enable MTAC personnel to a) bring awareness to the significance and need for NEMT services among patients and b) effectively measure the return on investment of NEMT services.



Areas of Investigation

The 2018 Faegre Baker Daniels NEMT Study leveraged a quantitative research methodology to address the following areas of investigation:

- Patients' ability to attend appointments with NEMT services
- Ability to attend appointments without NEMT services
- Types of medical rides utilized most frequently
- Access to alternative transportation
- Impact of NEMT on patients' costs
- Impact of NEMT services on patients' health

Research Methodology Snapshot

Methodology Telephone**	No. of Completes 977 2018 Composite	206 Diabetes	No. of Questions 25*	Sample Provided by LogistiCare Solutions, LLC
		460 Kidney Disease		
		311 Substance Abuse		
Target Patients who utilize NEMT services	Margin of Error*** +/- 3.1% 2018 Composite	+/- 6.8% Diabetes	Confidence Level 95%	Research Dates April 23 - May 25
		+/- 4.5% Kidney Disease		
		+/- 5.5% Substance Abuse		

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

**Supervisory personnel in addition to computer-aided interviewing platform ensure the integrity of the data set.

***Margin of error values above apply to percent of response calculations. Margin of error for average response calculations at 95% confidence level is less than 1.

Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be statistically significant, rather to provide an empirical view into the demographic profile of the participants.

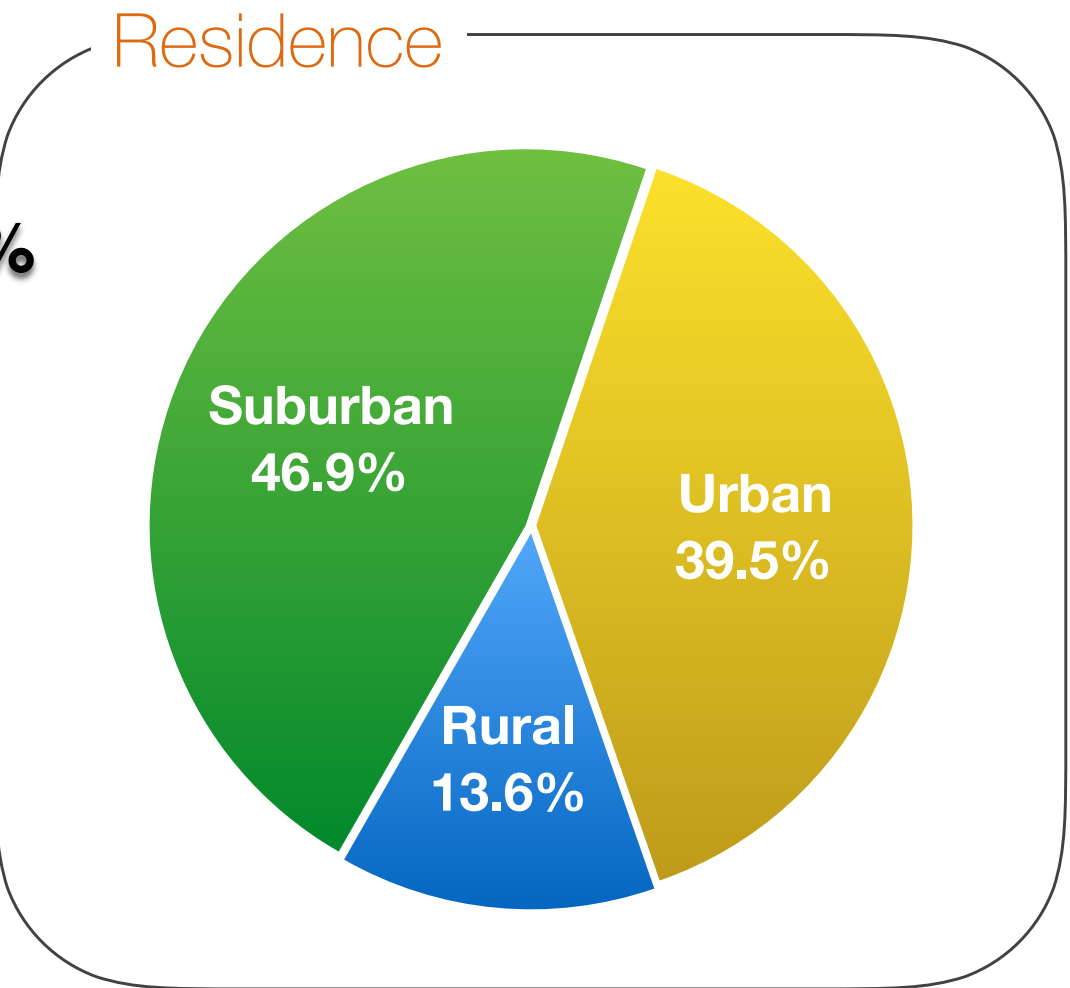
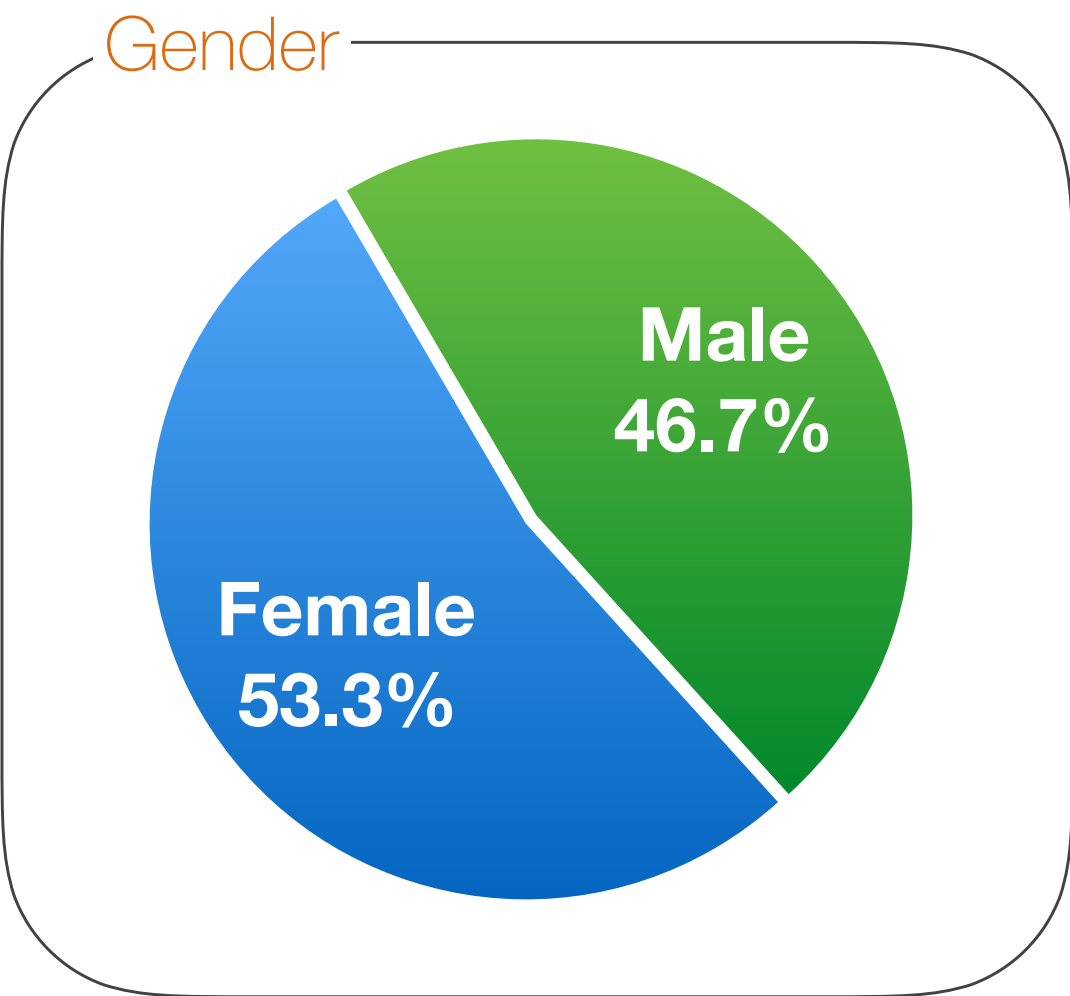
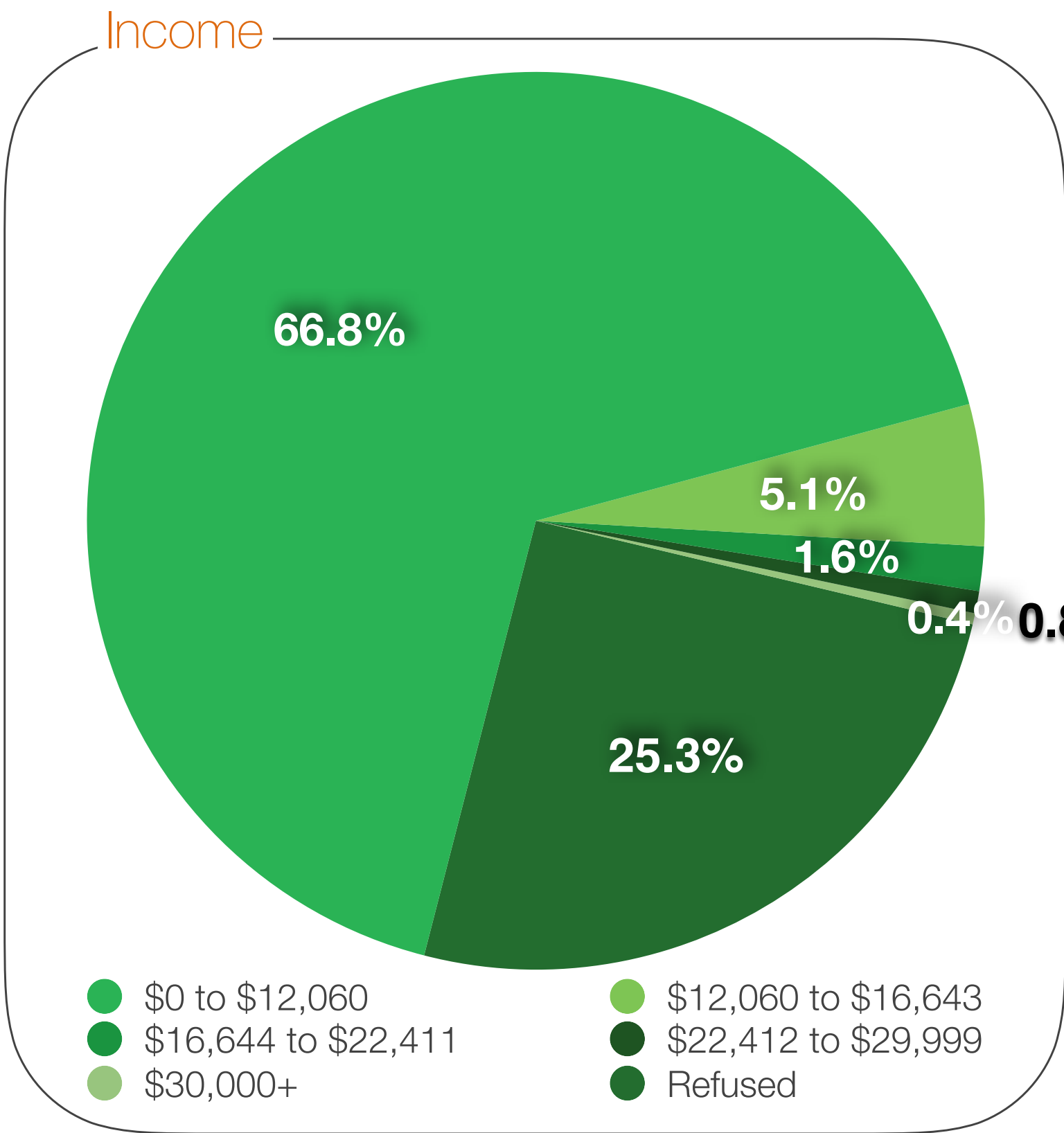
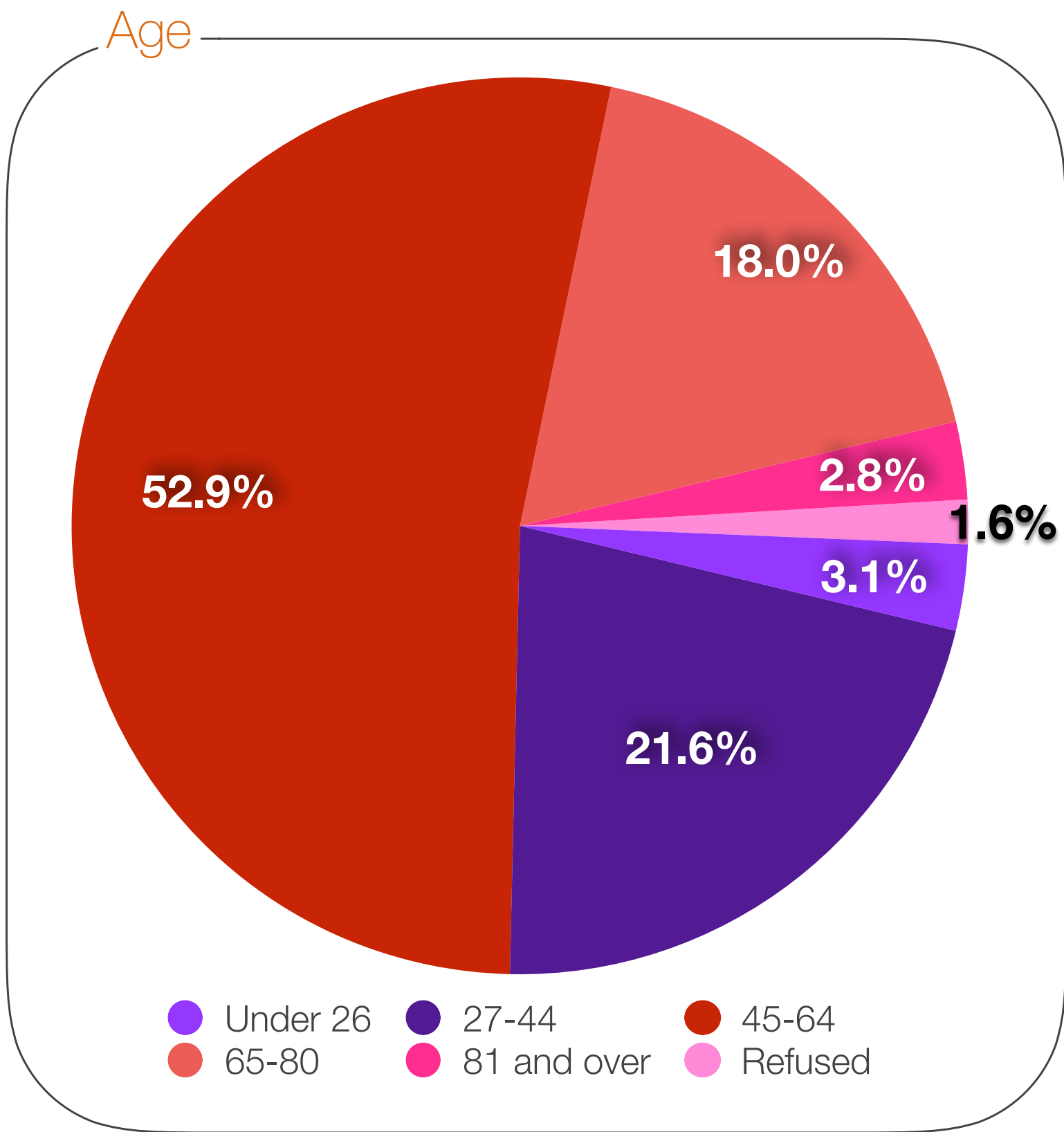


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71.5%
would still purchase
at an increased
price point

8.9%

5.4%

2.8%

0.0%

Negative Impact

Boomers

Key Study Findings

- Overall a vast majority of patients surveyed (92.7%) reported their health would be “much worse” (85.3%) or “slightly worse” (7.4%) without access to medical rides through NEMT services.
- The most frequently used type of medical ride among patients was a van or sedan (55.2%), while roughly one-quarter of patients with kidney disease (23.5%) and approximately one-third of patients with diabetes (31.1%) also used wheel-chair accessible vehicles. Over one-quarter of patients receiving treatment for substance abuse use public transportation (28.3%).
- Without access to NEMT services, 66.5% of patients receiving treatment for wound care for diabetes, 58.8% of patients receiving treatment for substance abuse, and 52.8% of dialysis patients would not be able to attend any medical appointments per month.
- On average, patients across all three treatment categories reported that they would miss approximately 70% of their appointments without NEMT services.

Key Study Findings

- Over three-quarters (82.6%) of patients said they would have to pay more out of pocket if they did not have access to medical rides, and approximately two-thirds (66.6%) have no other form of personal or public transportation that they could use to attend appointments as an alternative.
 - Among those without access to another form of personal or public transportation, 67.6% of those respondents would not be able to attend any medical appointments per month compared to only 37.7% with access to alternative transportation.
 - Further, 85.7% of rural patients would be required to pay more out of pocket without access to NEMT services.
- Nearly one-third of respondents (31.4%) reported having a travel time of greater than 30 minutes to get to an appointment.
 - 88.8% of patients with a travel time of longer than 30 minutes reported their health would be much worse without NEMT services and 60.7% reported they would not be able to attend any medical appointments.
- Finally, in a series of open-ended questions, patients reported that medical rides help maintain their health and manage their conditions, while also helping them receive the medical treatment that they require. Further, without these medical rides, patients noted that they would likely be unable to attend appointments, and their health would worsen as a result.

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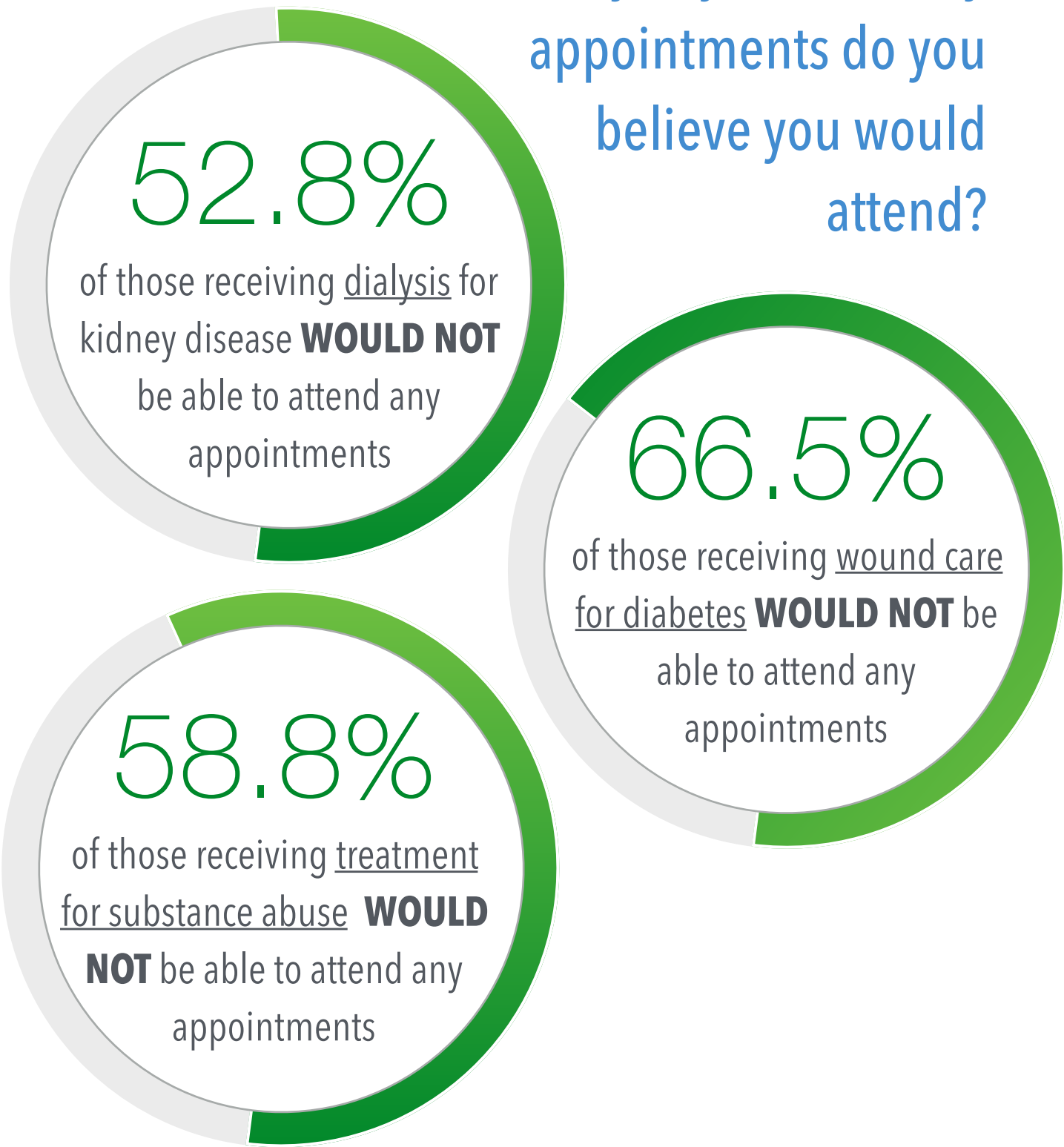
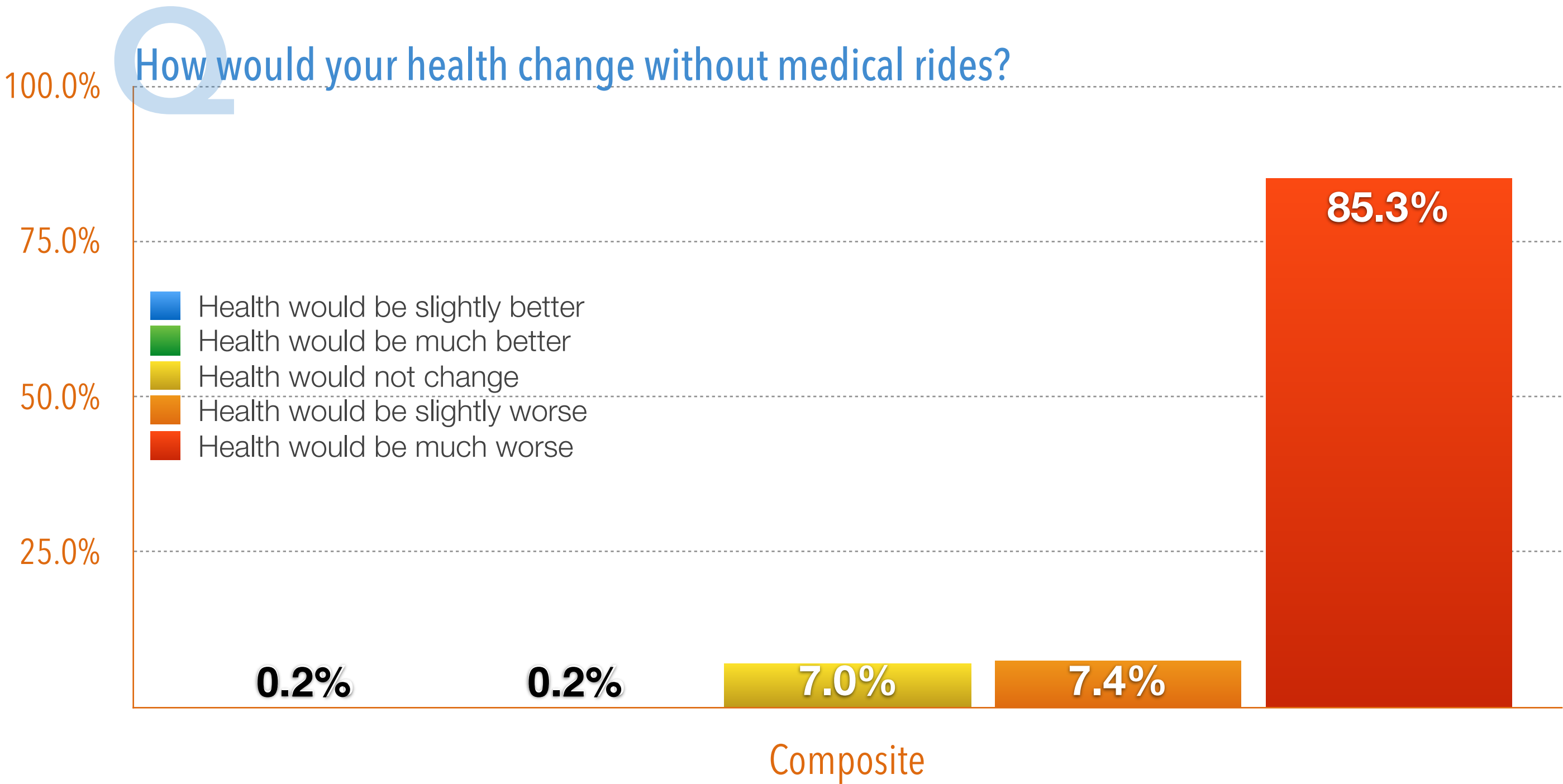
Negative Impact

Boomers

NEMT critical to appointments and health

Respondents clearly indicated that NEMT services were a key component to their overall health. Over nine-tenths of respondents (92.7%) reported their health would be “much worse” (85.3%) or “slightly worse” (7.4%). Further, a majority of patients receiving treatment for wound care for diabetes (66.5%), for substance abuse (58.8%), or for dialysis (52.8%) all reported they would be unable to attend any appointments without NEMT services.

If you did not have access to medical rides, how many of your monthly appointments do you believe you would attend?



Vans and sedans most popular ride service

Q What type of medical ride do you use most frequently?

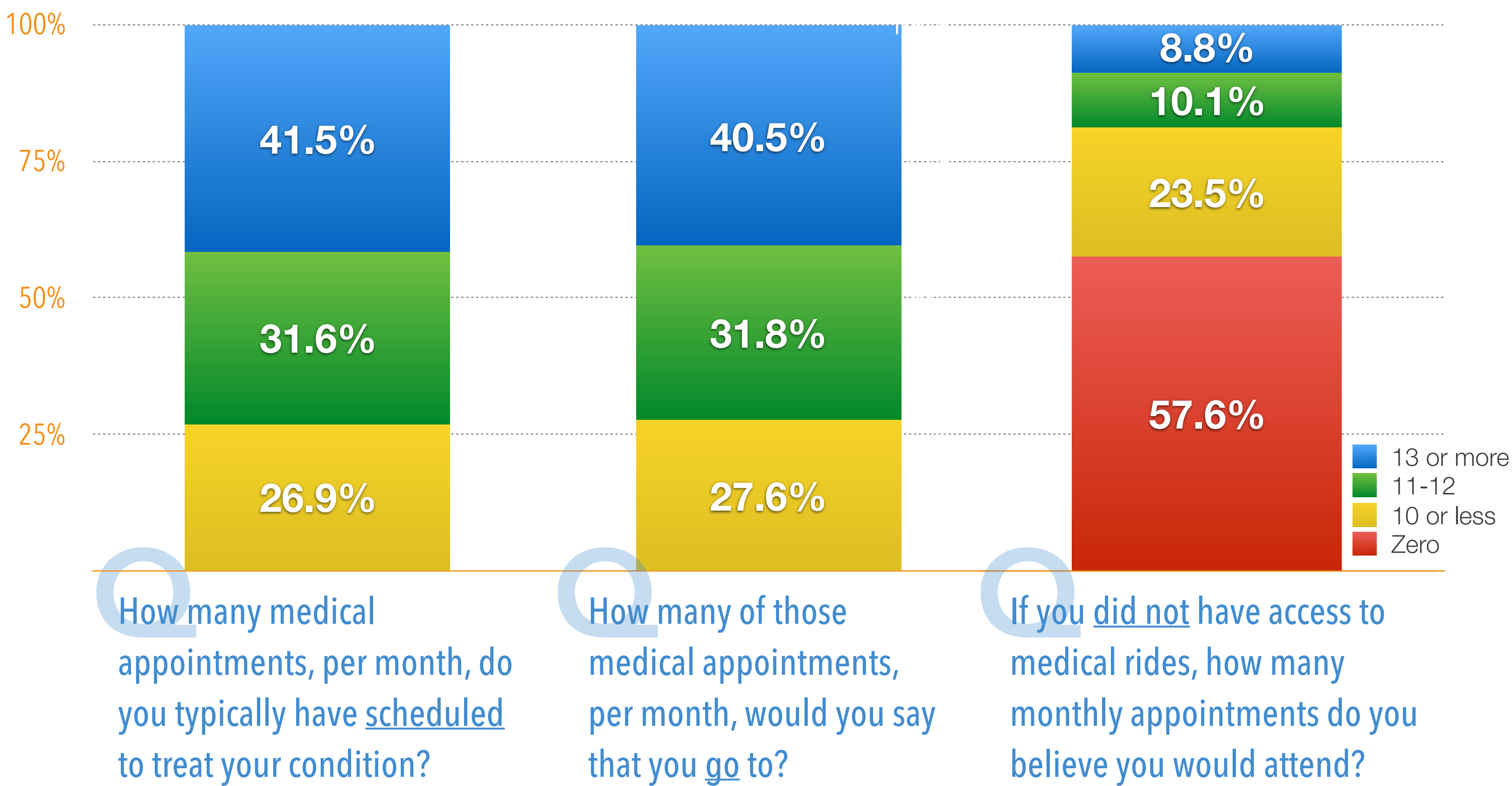
Among all patients surveyed in 2018, the majority reported most frequently utilizing a “van or sedan” (55.2%) to get to their medical appointment. This was followed by “wheelchair-accessible vehicle” for their medical ride (19.2%).

Interestingly, a high rate of patients receiving treatment of substance abuse reported using “public transportation” to get to medical appointments (28.3%).

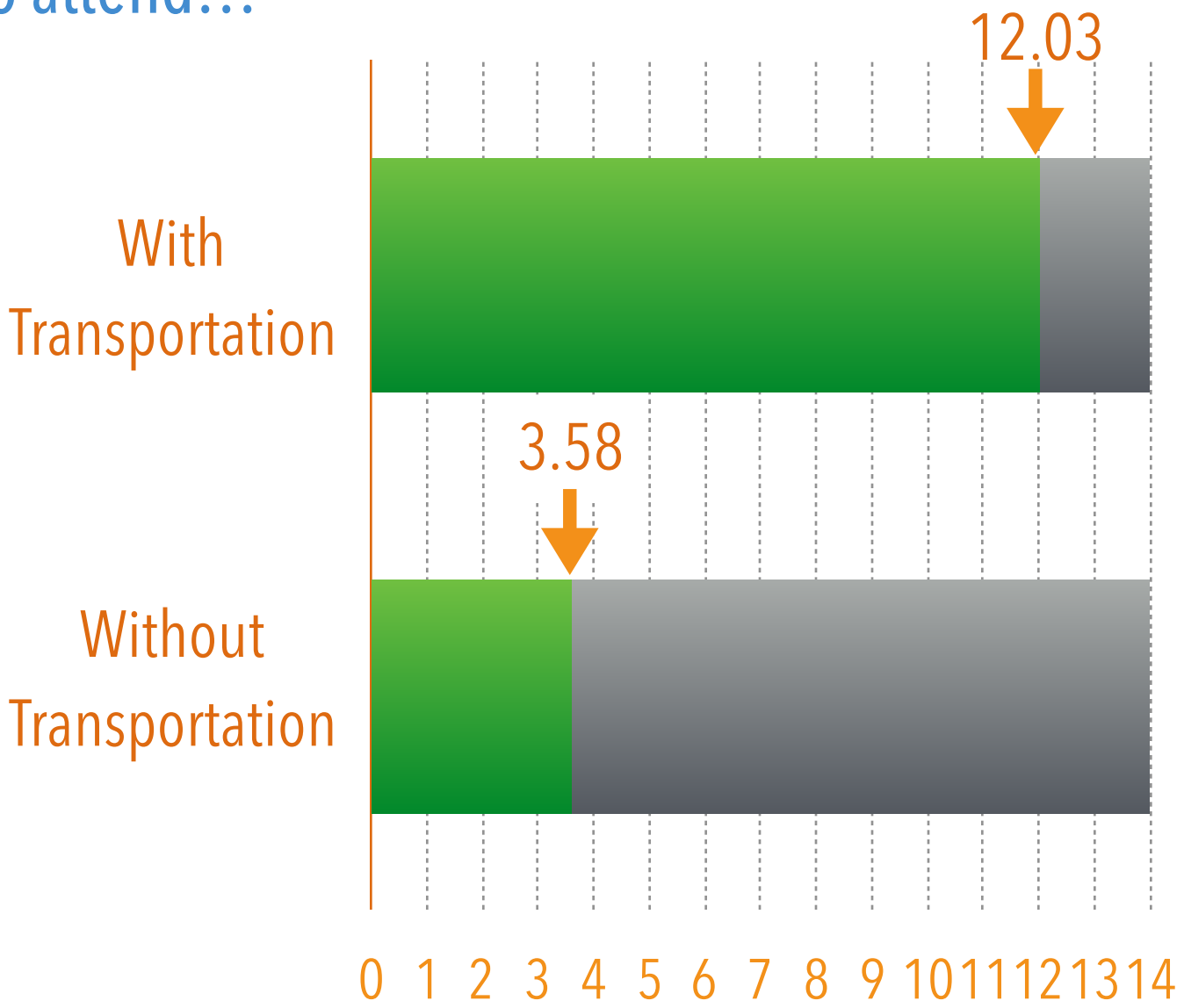
Ride Services	Composite	Dialysis for Kidney Disease	Wound Care for Diabetes	Treatment for Substance Abuse
Van or sedan (not taxi)	55.2	57.8	56.3	50.5
Wheelchair-accessible vehicle	19.2	23.5	31.1	5.1
Public transportation	11.1	2.8	3.4	28.3
Reimbursement for miles on your own vehicle	4.8	3.0	1.0	10.0
Stretcher-accessible vehicle	2.9	4.8	2.9	0.0
Lyft or Uber	2.8	3.5	1.9	2.3
Taxi	2.0	2.8	1.9	1.0
Other	1.9	1.7	1.5	2.6
Family or friend	0.1	0.0	0.0	0.3

Effect of NEMT transportation on all patients...

Across all patients surveyed, over two-thirds of respondents reported “scheduling” (73.1%) and “going to” (72.3%) over ten (10) appointments per month. However, when asked how many appointments respondents would be able to attend without NEMT services, a majority (57.6%) reported they would not be able to attend any appointments. The average number of appointments fell from 12.03 appointments per month to 3.58 appointments per month without NEMT services.

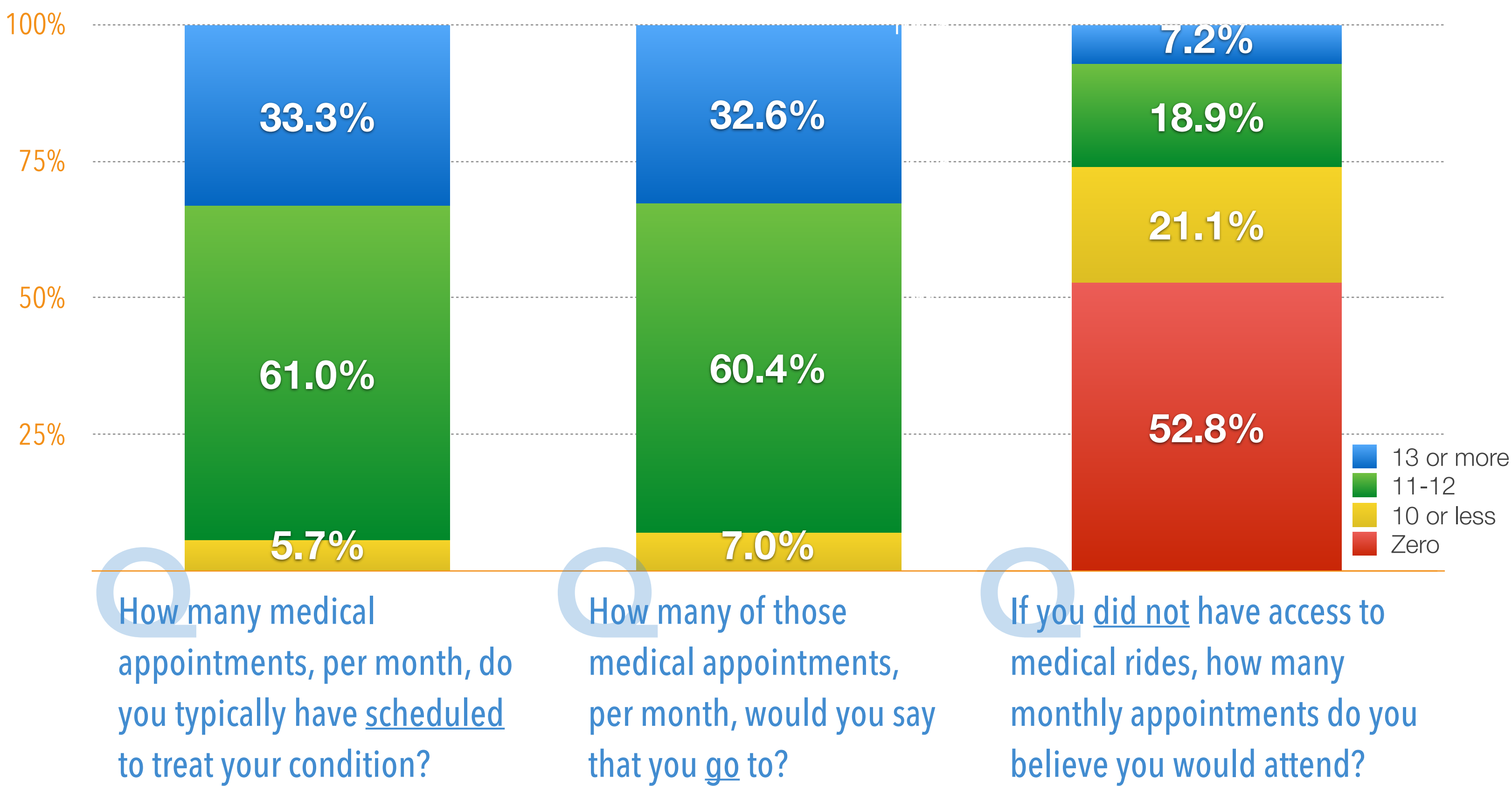


Average number of treatments patients are able to attend...

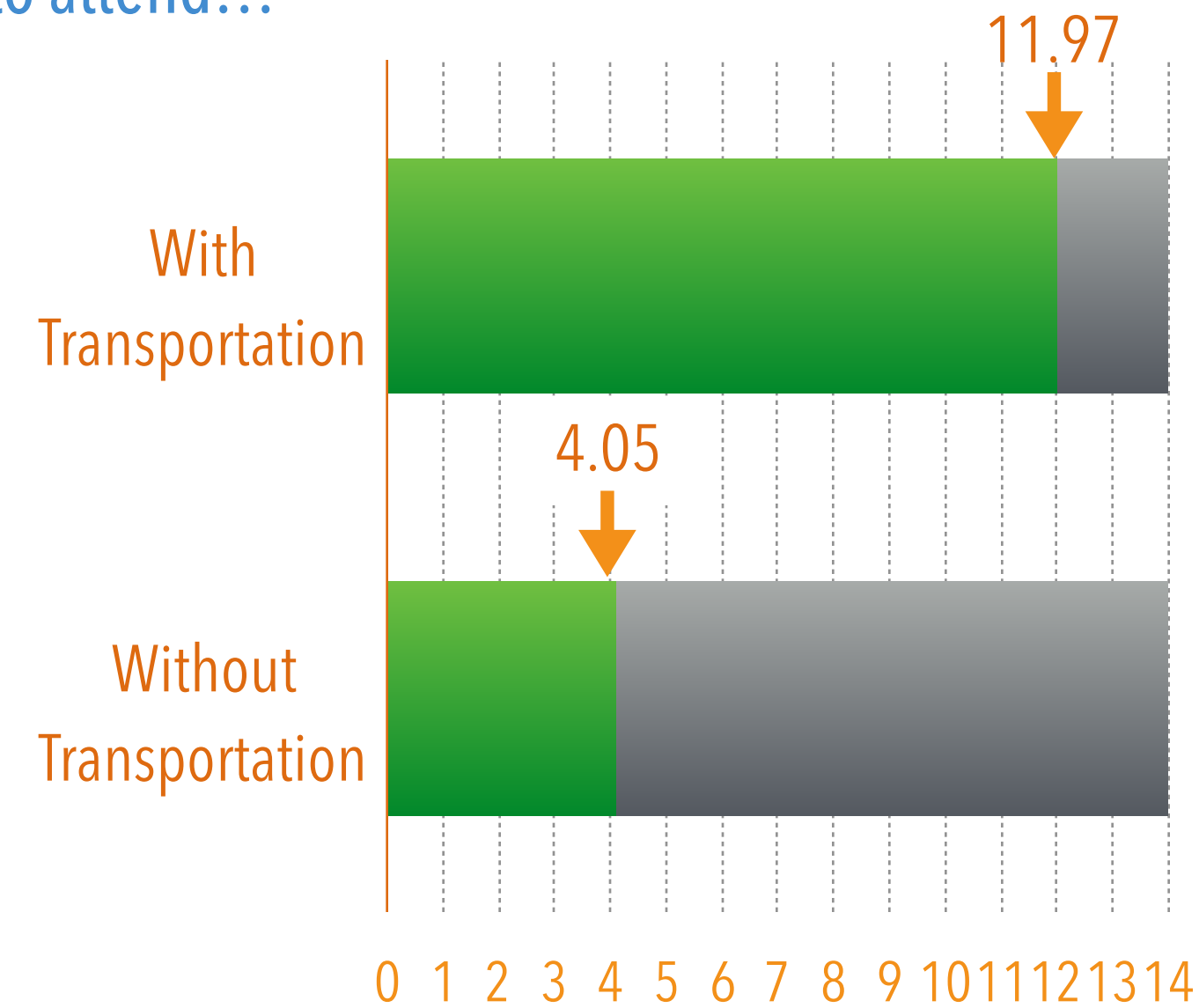


Dialysis patients...

Across dialysis patients surveyed, over nine-tenths of respondents reported “scheduling” (94.3%) and “going to” (93.0%) over ten (10) appointments per month. However, when asked how many appointments respondents would be able to attend without NEMT services, a majority (52.8%) reported they would not be able to attend any appointments. The average number of appointments fell from 11.97 appointments per month to 4.05 appointments per month without NEMT services.

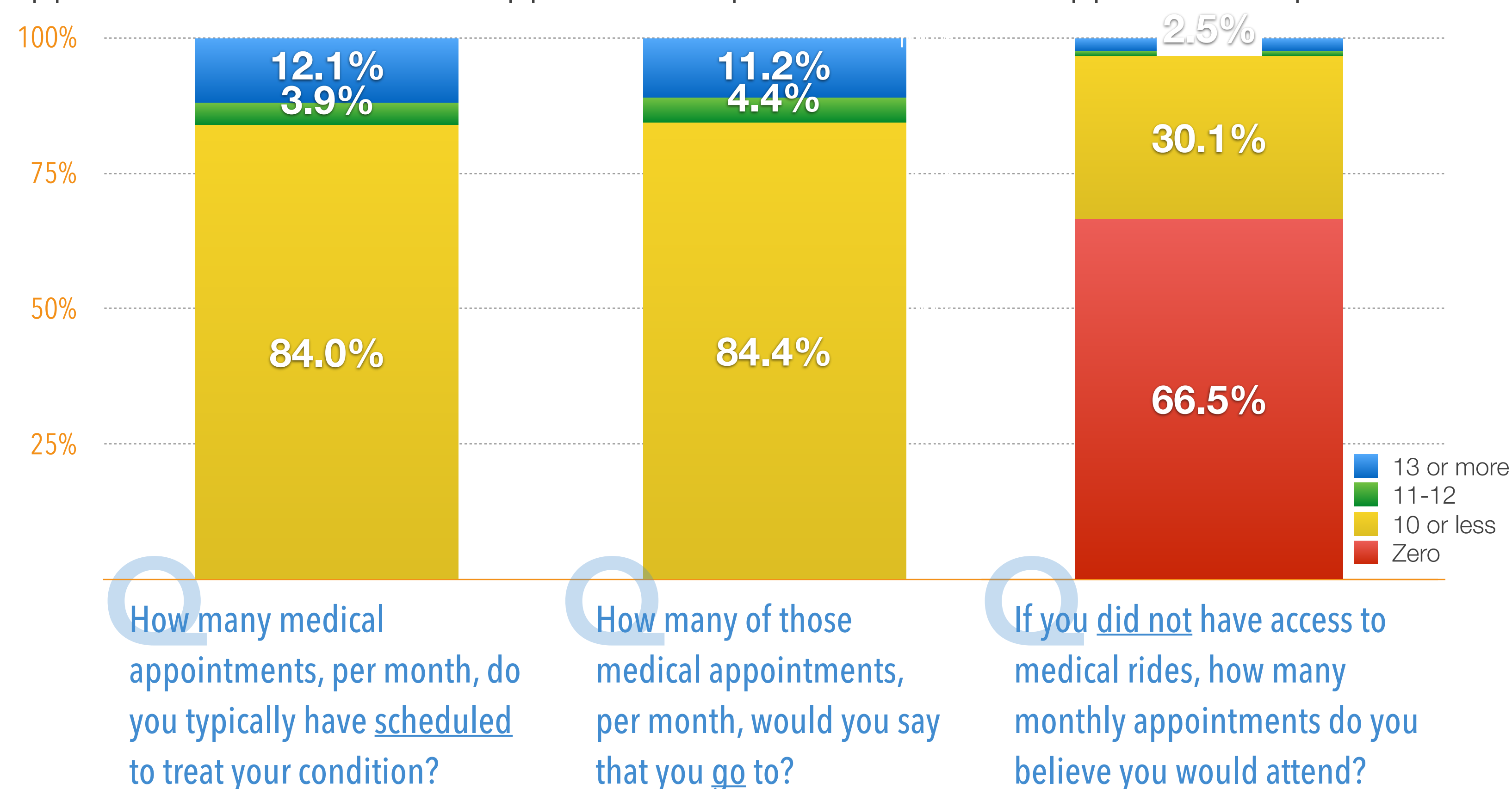


Average number of treatments patients are able to attend...

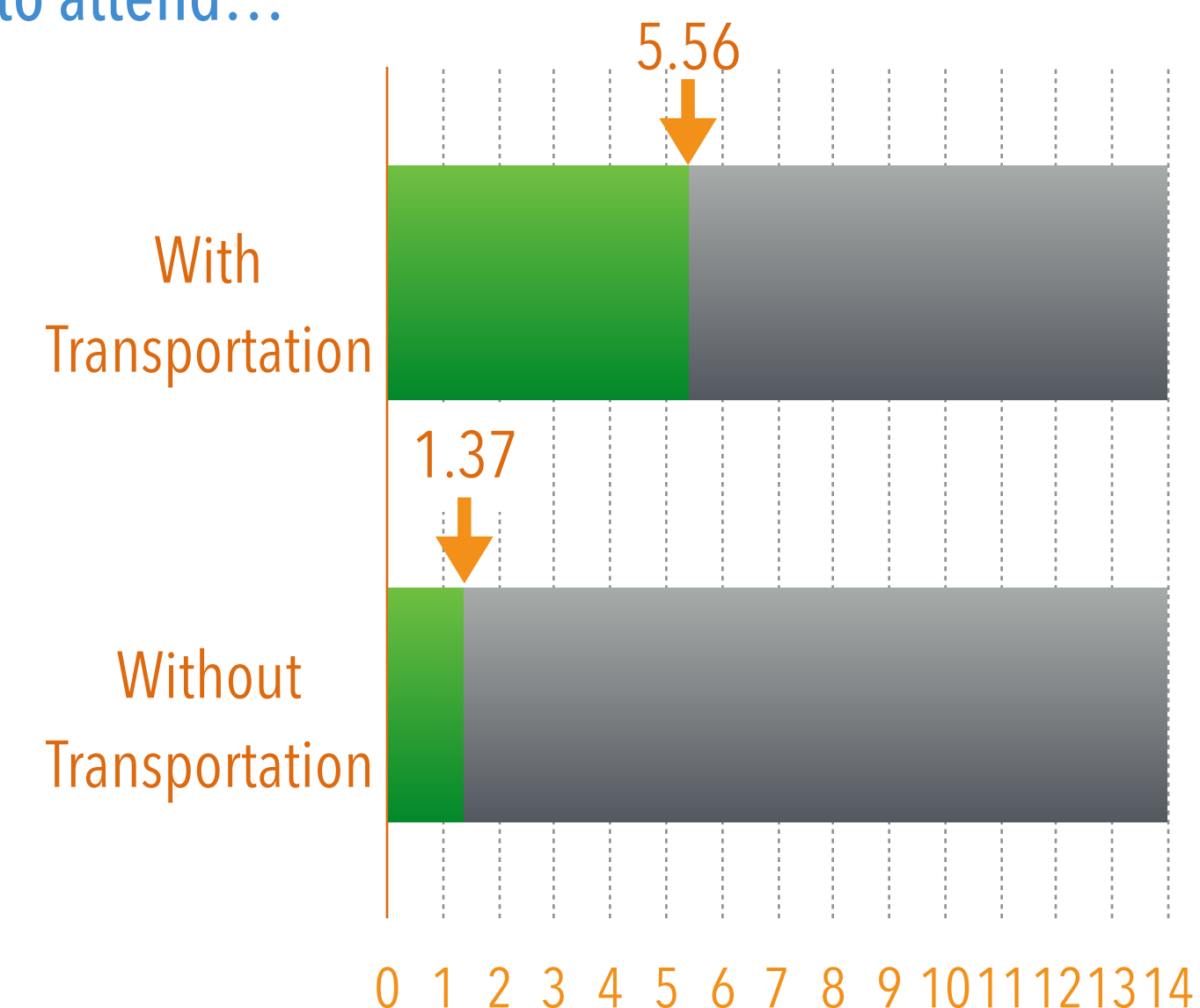


Wound care for diabetes patients...

Across diabetes patients surveyed, over four-fifths of respondents reported “scheduling” (84.0%) and “going to” (84.4%) ten (10) appointments or less per month. However, when asked how many appointments respondents would be able to attend without NEMT services, almost two-thirds (66.5%) reported they would not be able to attend any appointments. The average number of appointments fell from 5.56 appointments per month to 1.37 appointments per month without NEMT services.

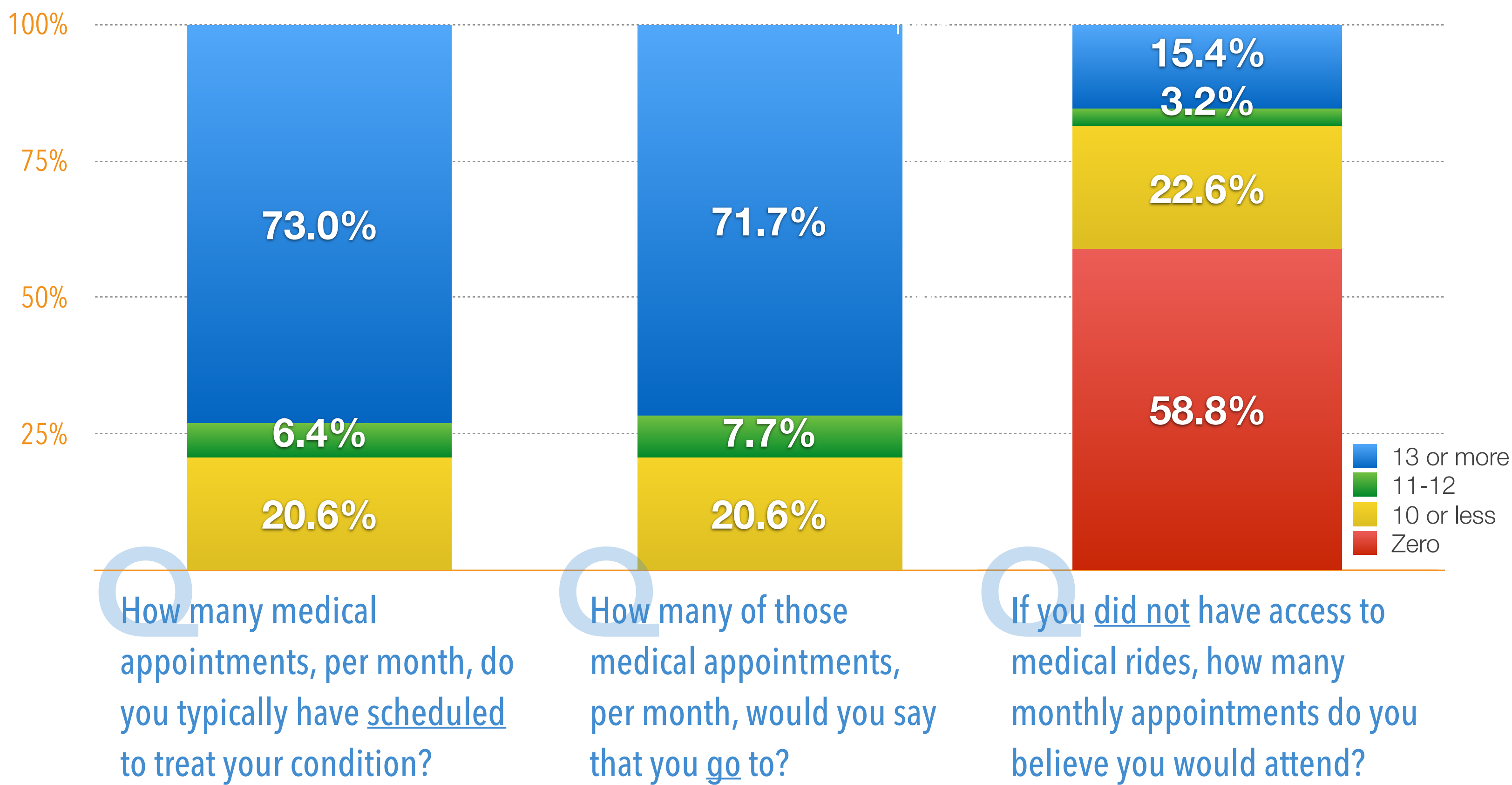


Average number of treatments patients are able to attend...

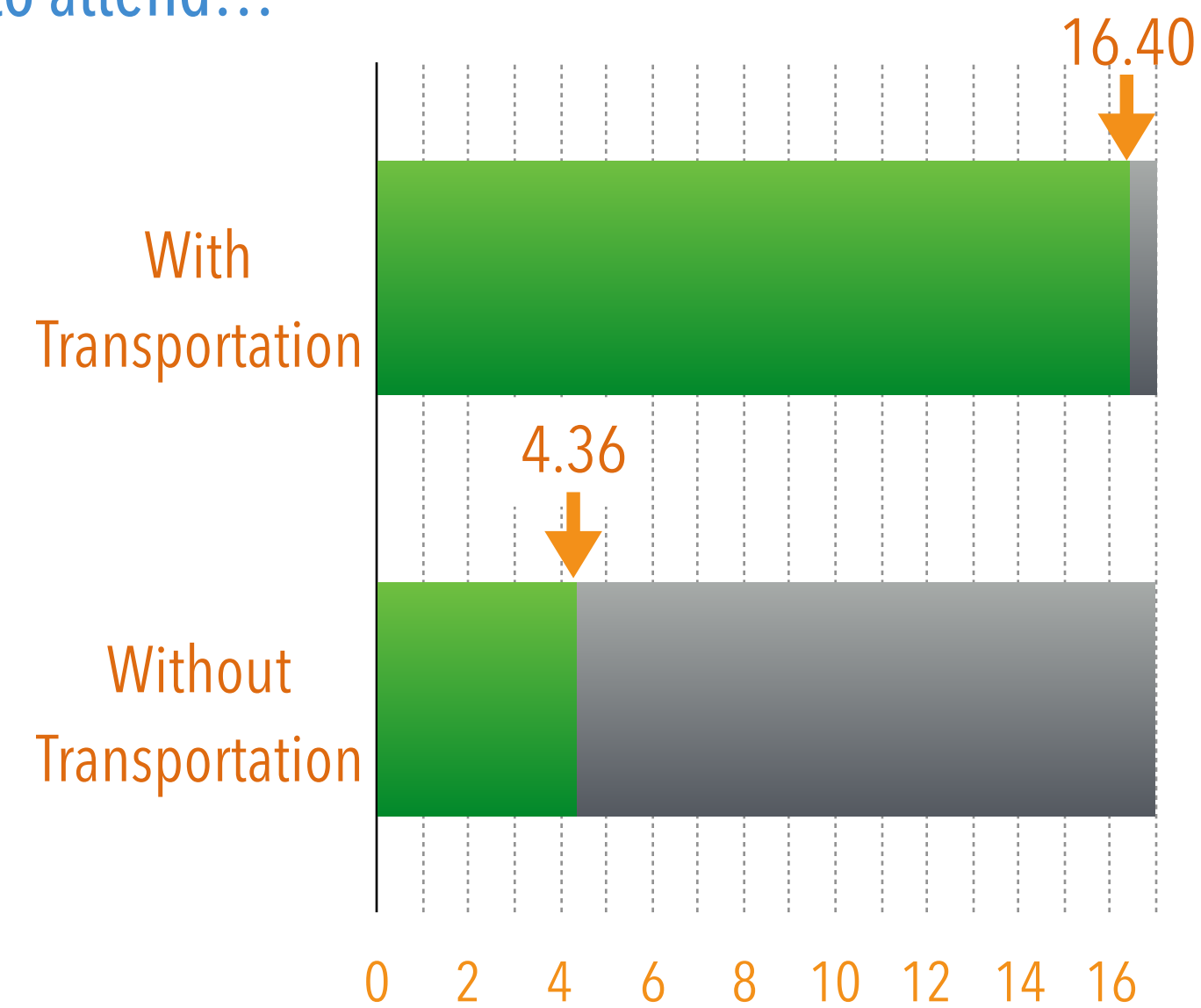


Substance abuse patients...

Across dialysis patients surveyed, over three-quarters of respondents reported “scheduling” (79.4%) and “going to” (79.4%) over ten (10) appointments per month. However, when asked how many appointments respondents would be able to attend without NEMT services, a majority (58.8%) reported they would not be able to attend any appointments. The average number of appointments fell from 16.40 appointments per month to 4.36 appointments per month without NEMT services.

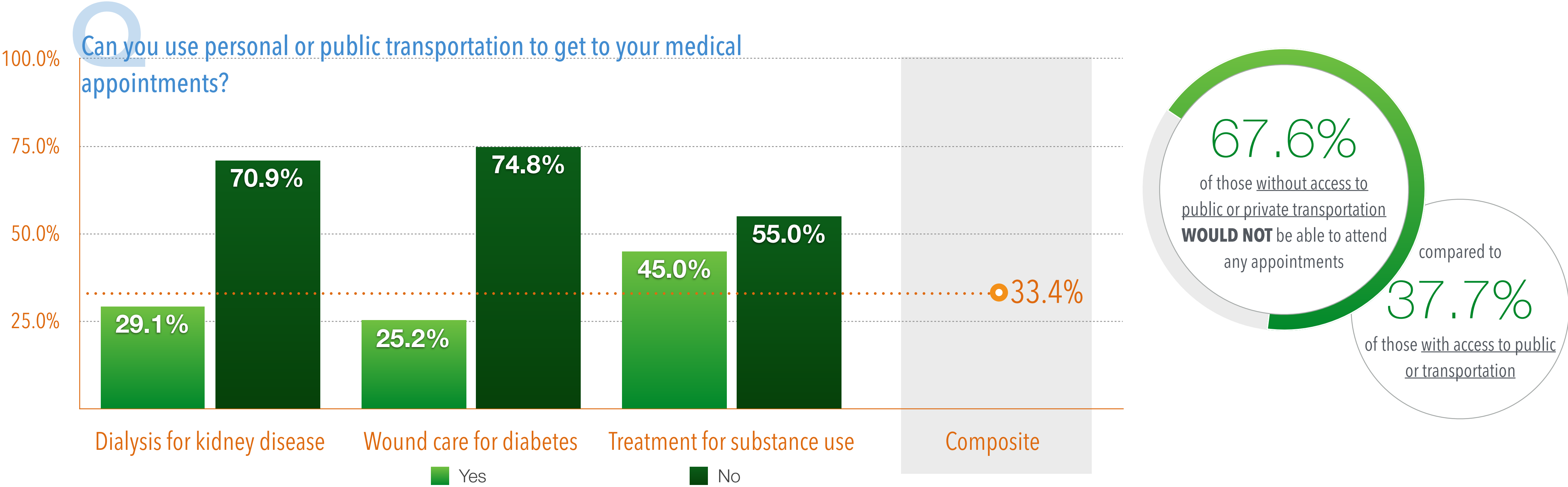


Average number of treatments patients are able to attend...



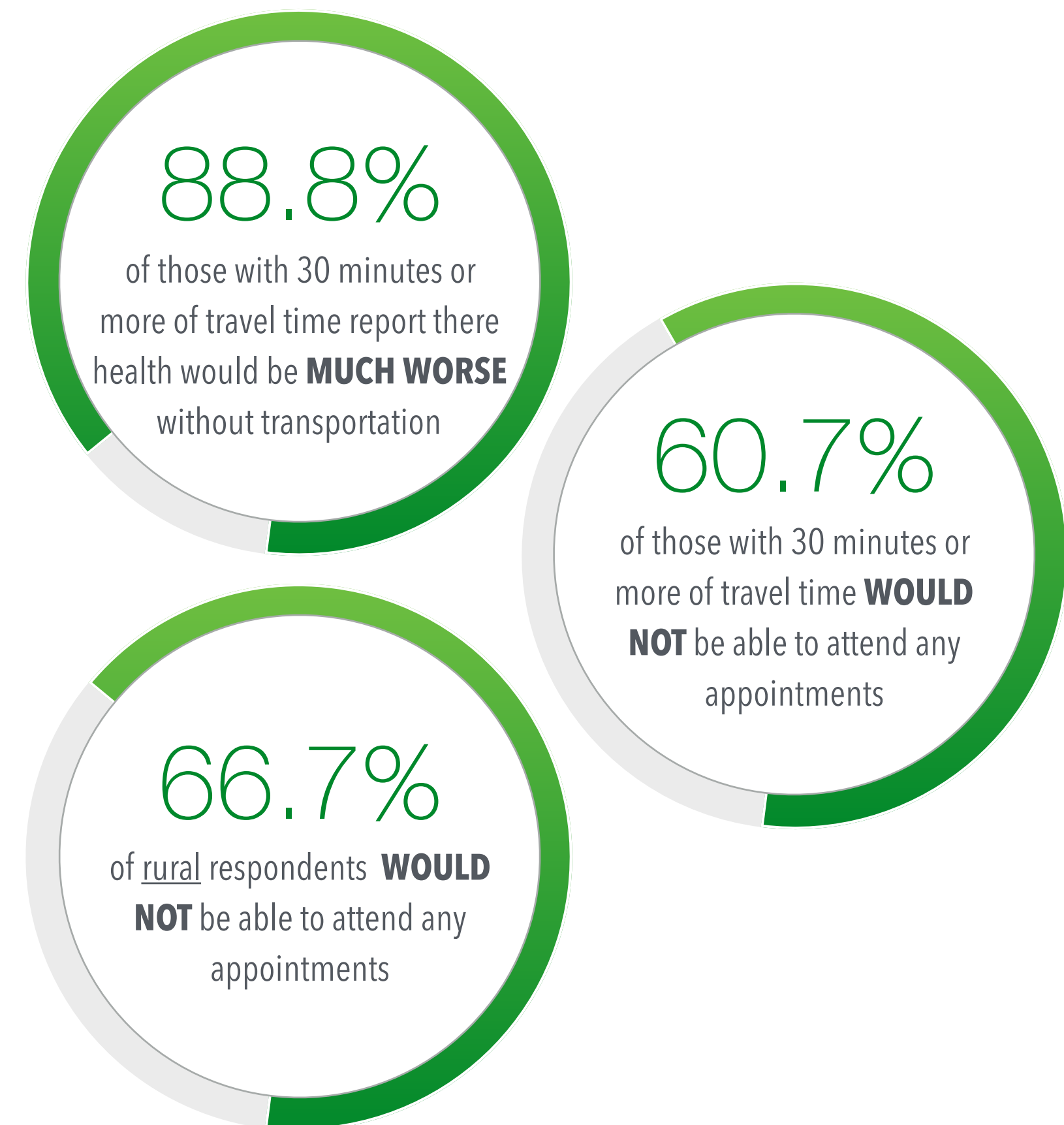
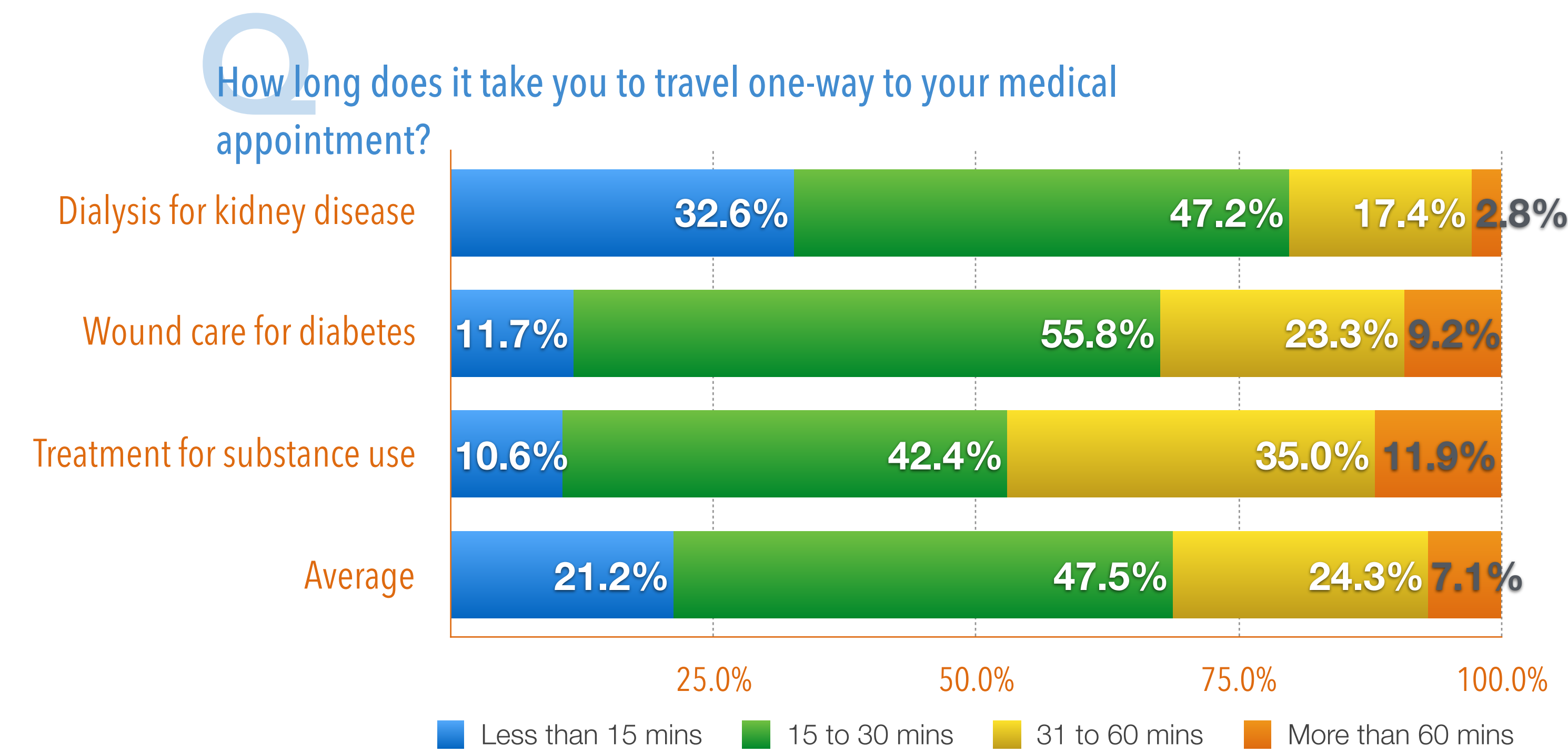
Lack of options for alternative transportation

One-third of all patients surveyed (33.4%) reported having access to personal or public transportation to get to medical appointments, which implies that 651 of the 977 patients surveyed would not have access to personal or public transportation to get to medical appointments. Among those patients without other transportation options, 67.6% would not be able to attend any medical appointments without NEMT services.



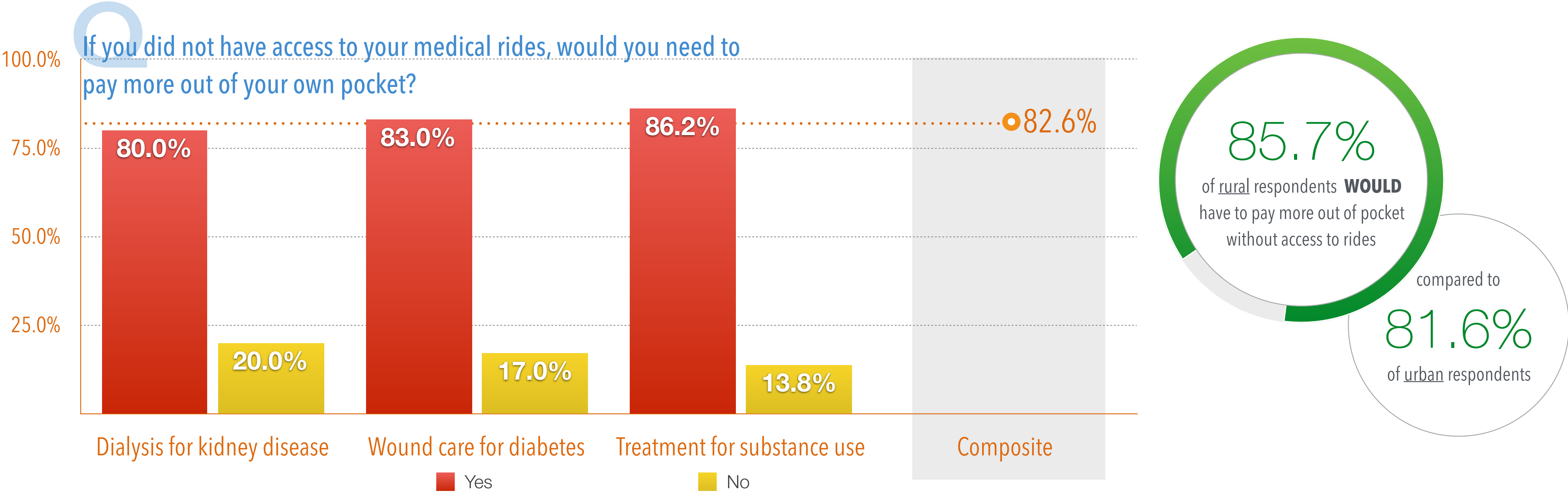
Distance traveled impacts health concerns

Slightly less than one-third of patients reported traveling over 30 minutes for their medical appointments. Among those with an extended travel time, 88.8% reported their health would be much worse and 60.7% would not be able to attend any appointments without NEMT services. Further, two-thirds of rural respondents (66.7%) reported they would not be able to attend any appointments without NEMT services.



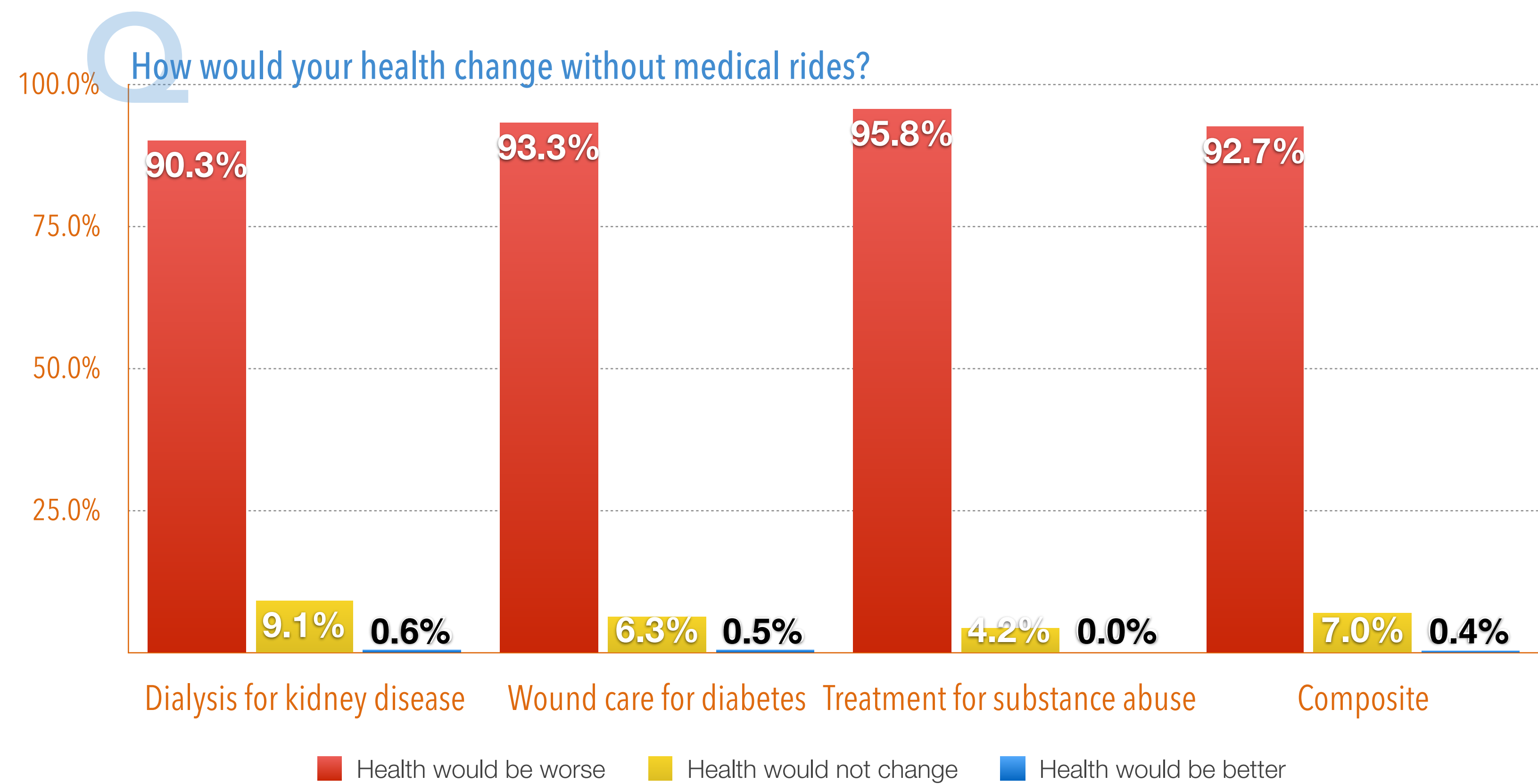
Out of pocket costs increase

The majority of patients reported that they would be required to pay more out of pocket without access to medical rides (82.6%). Further, a higher rate of respondents receiving treatment for substance abuse (86.2%) and rural respondents (85.7%) reported having to pay more out of pocket without access to rides.



Serious health impacts without transportation

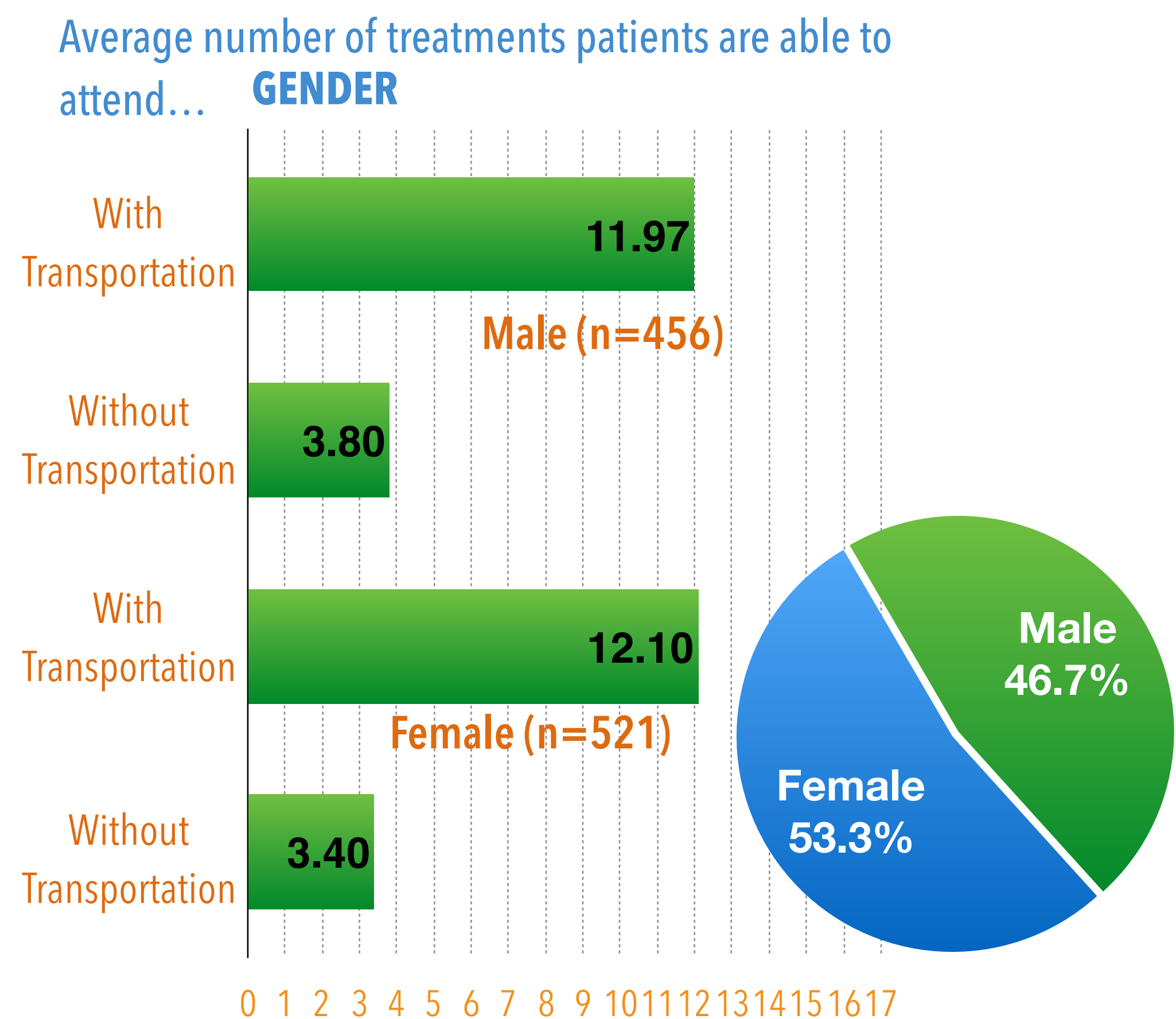
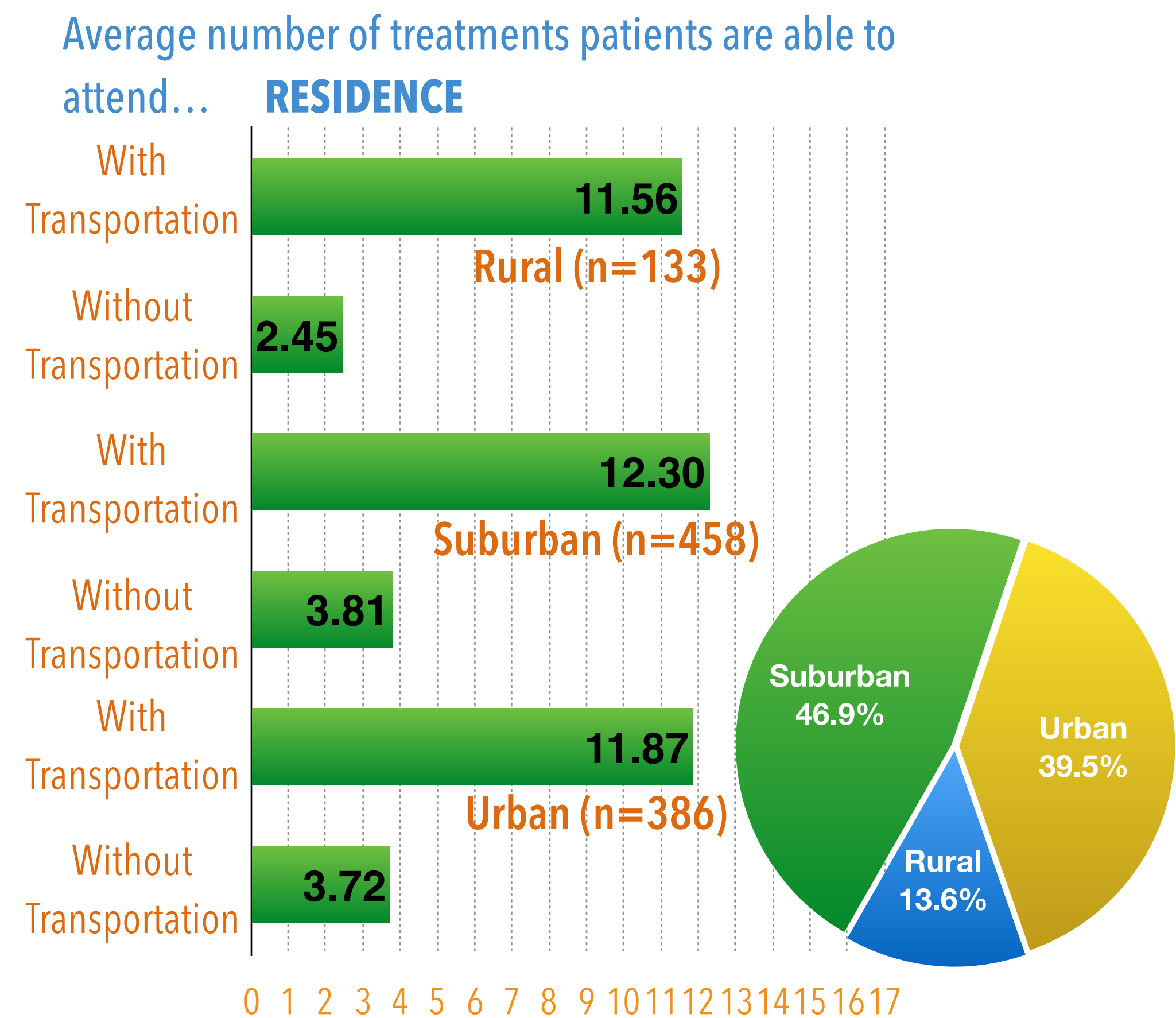
The majority of patients reported that their health would become either “much worse” or “slightly worse” if they lacked access to medical rides, yielding a rate of 92.7% of all patients reporting worsening health in this situation.



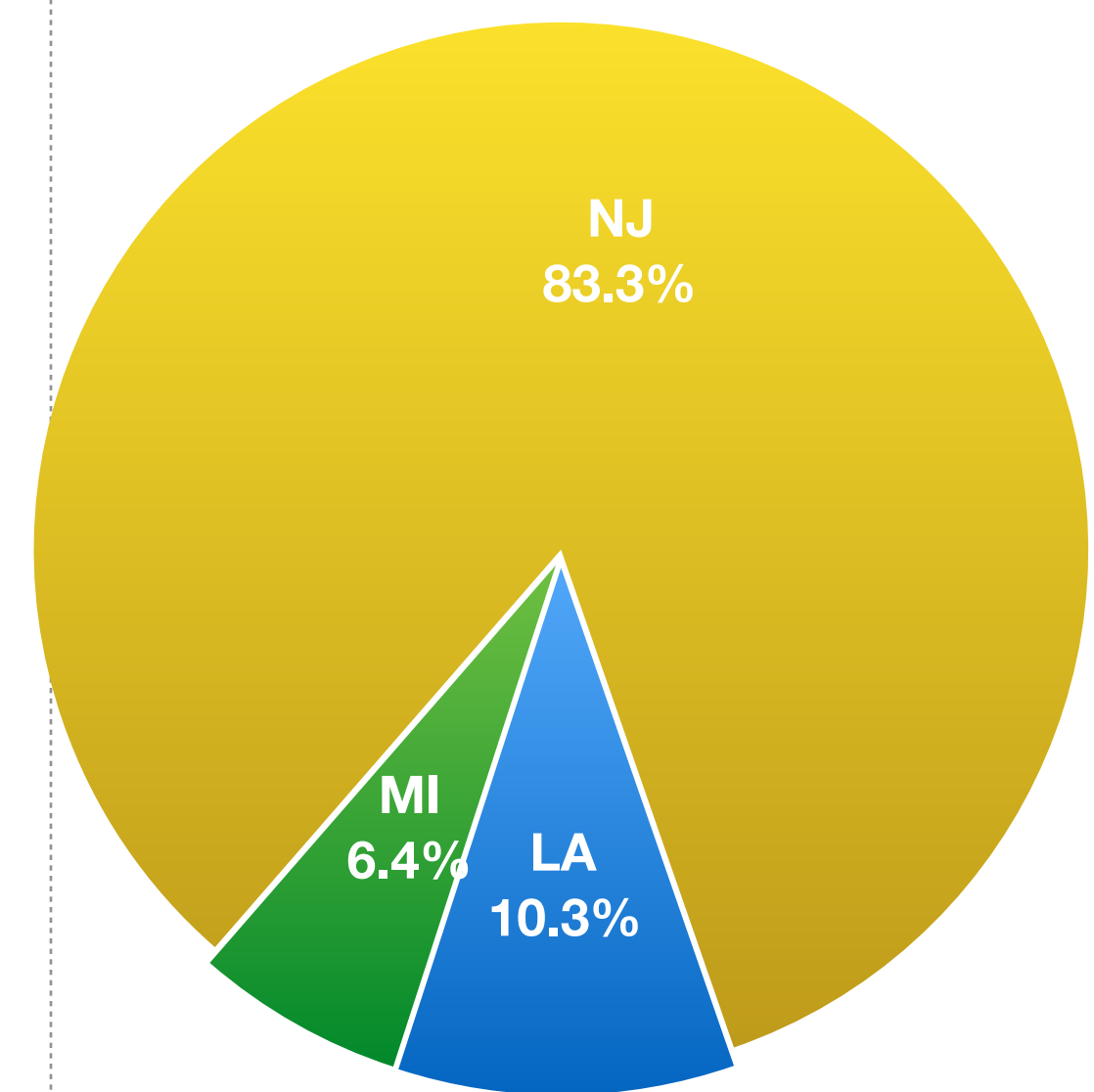
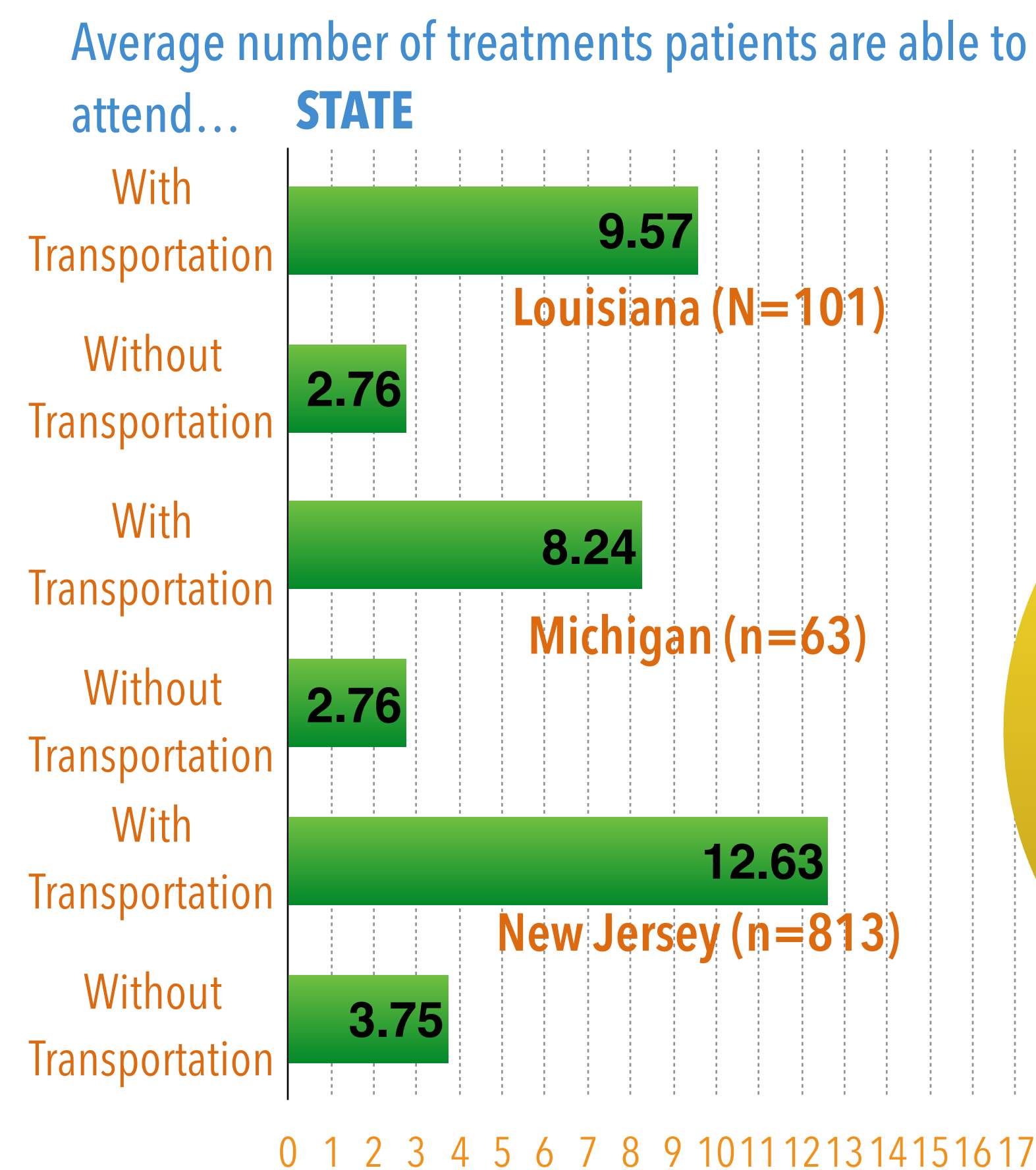
In your own words, what would happen if you did not have the ride services you currently receive?

103 of 977
patients reported that they
"would die/would probably die" without rides

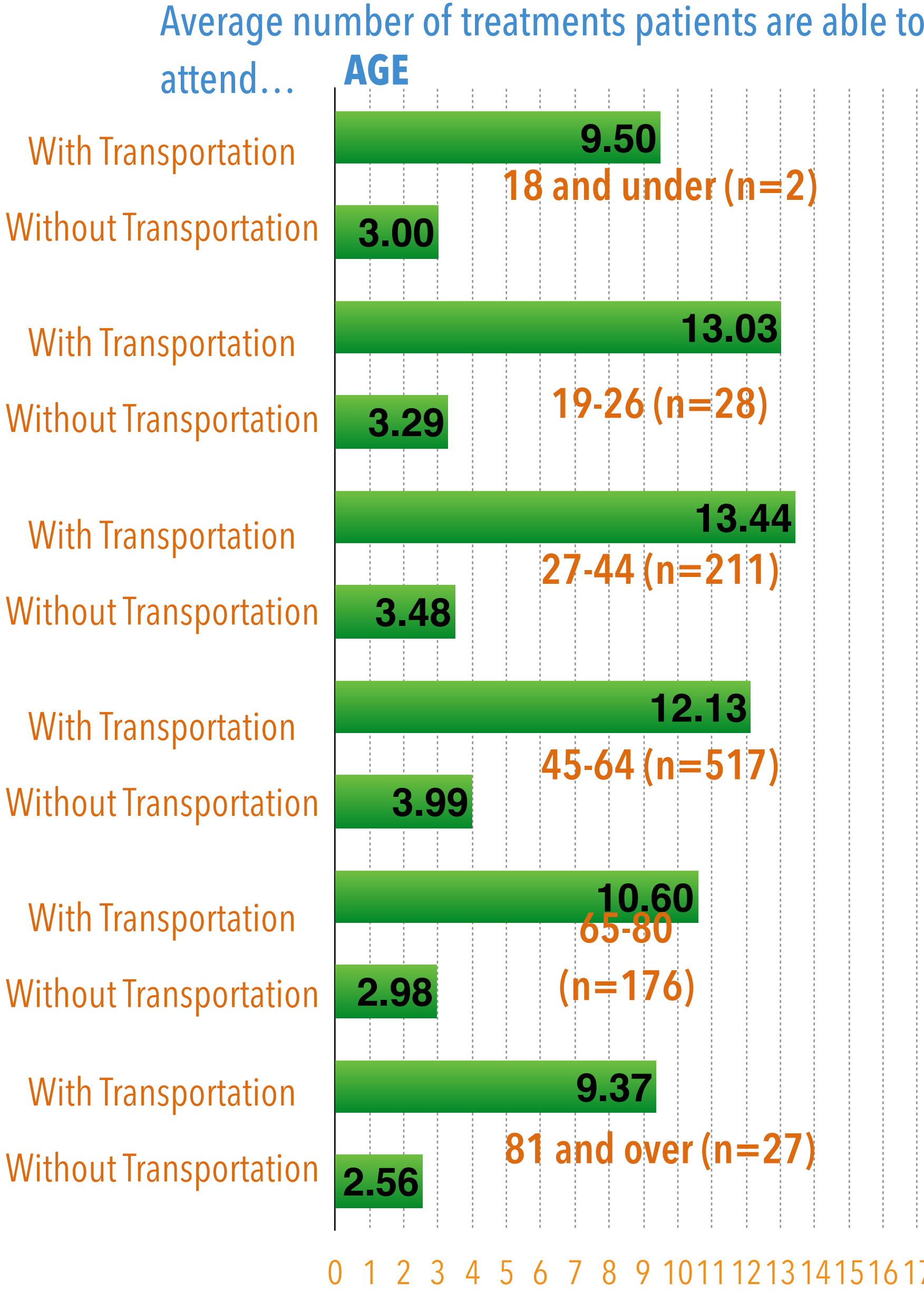
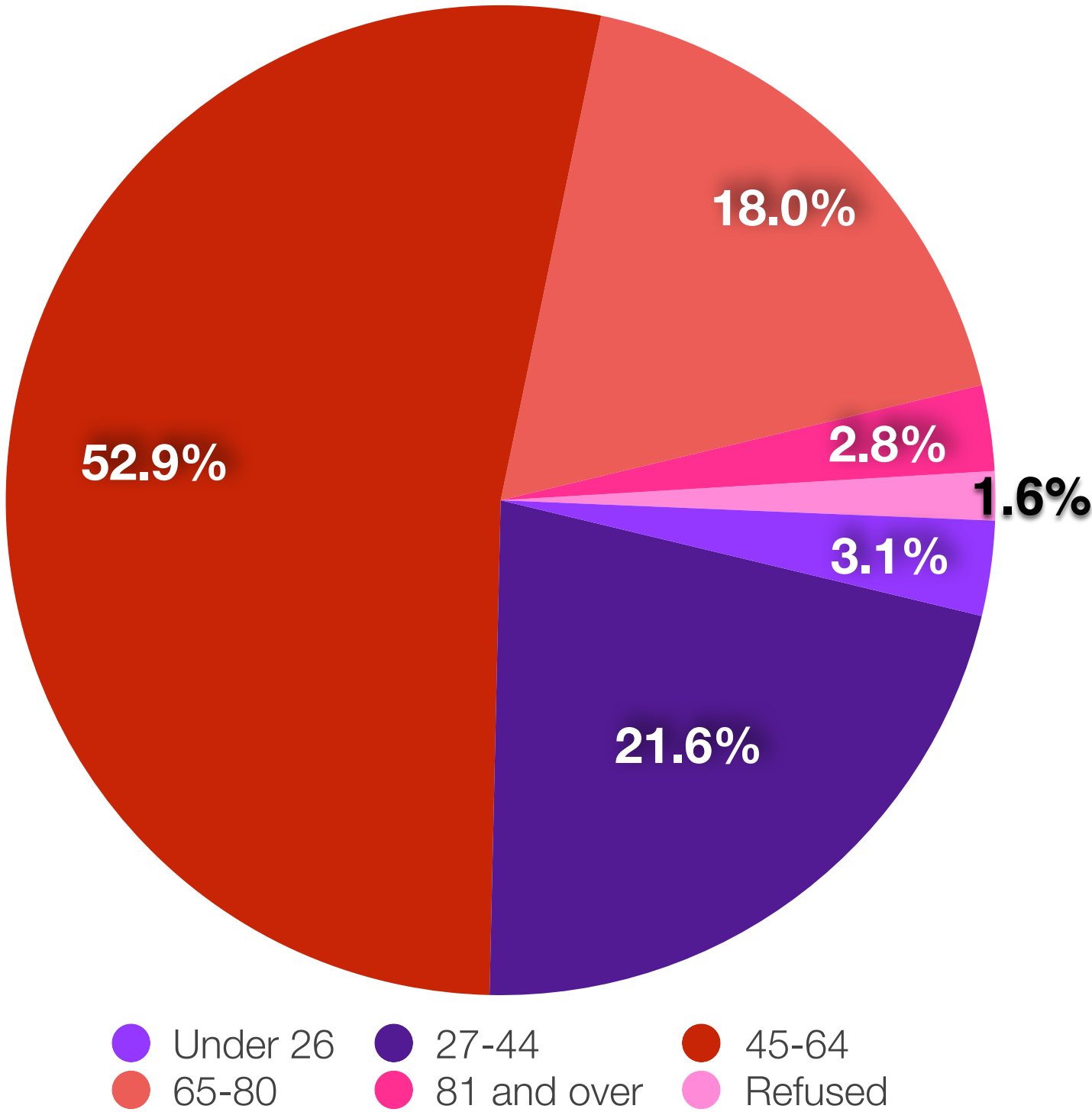
Demographic breakdown



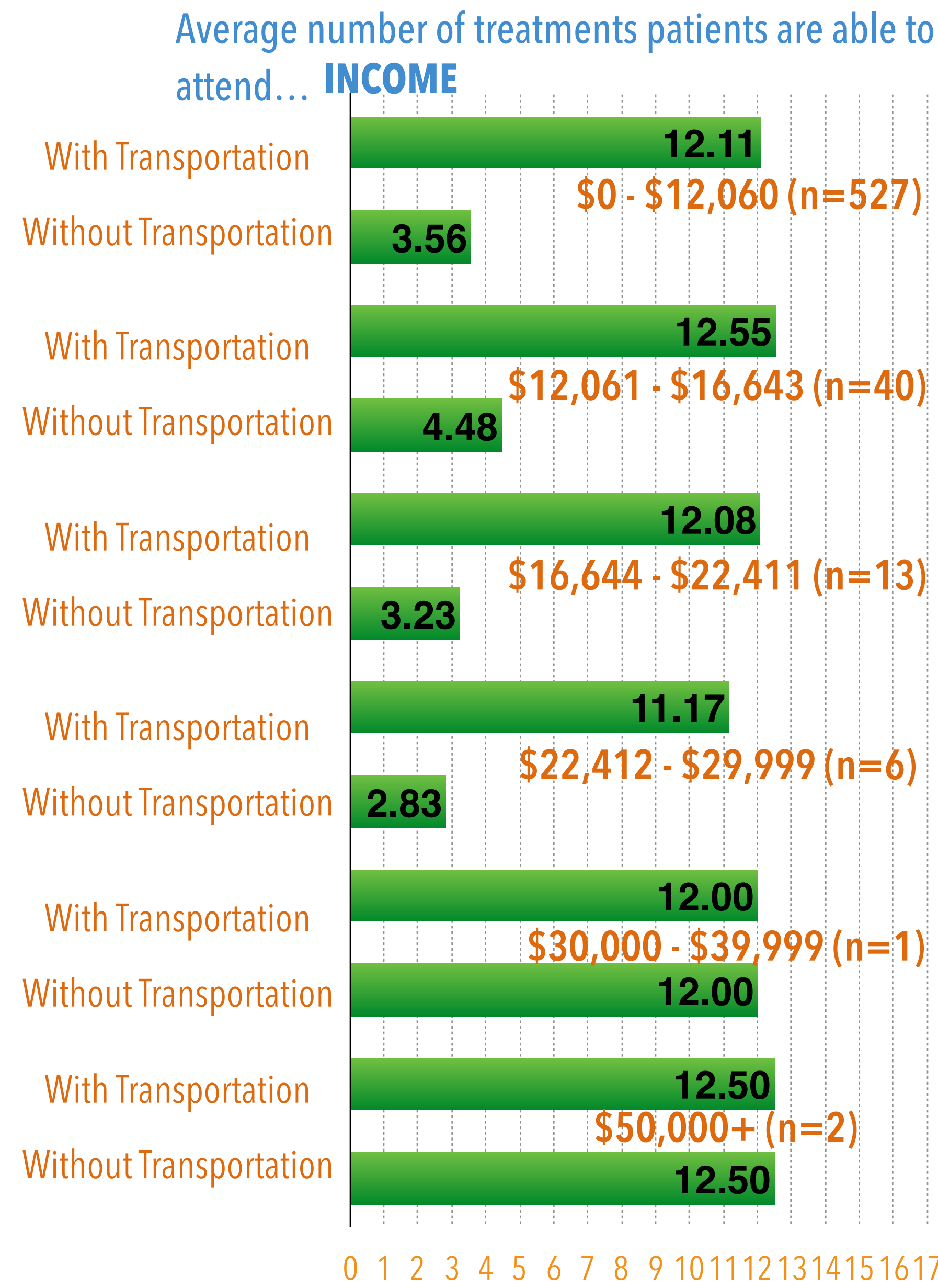
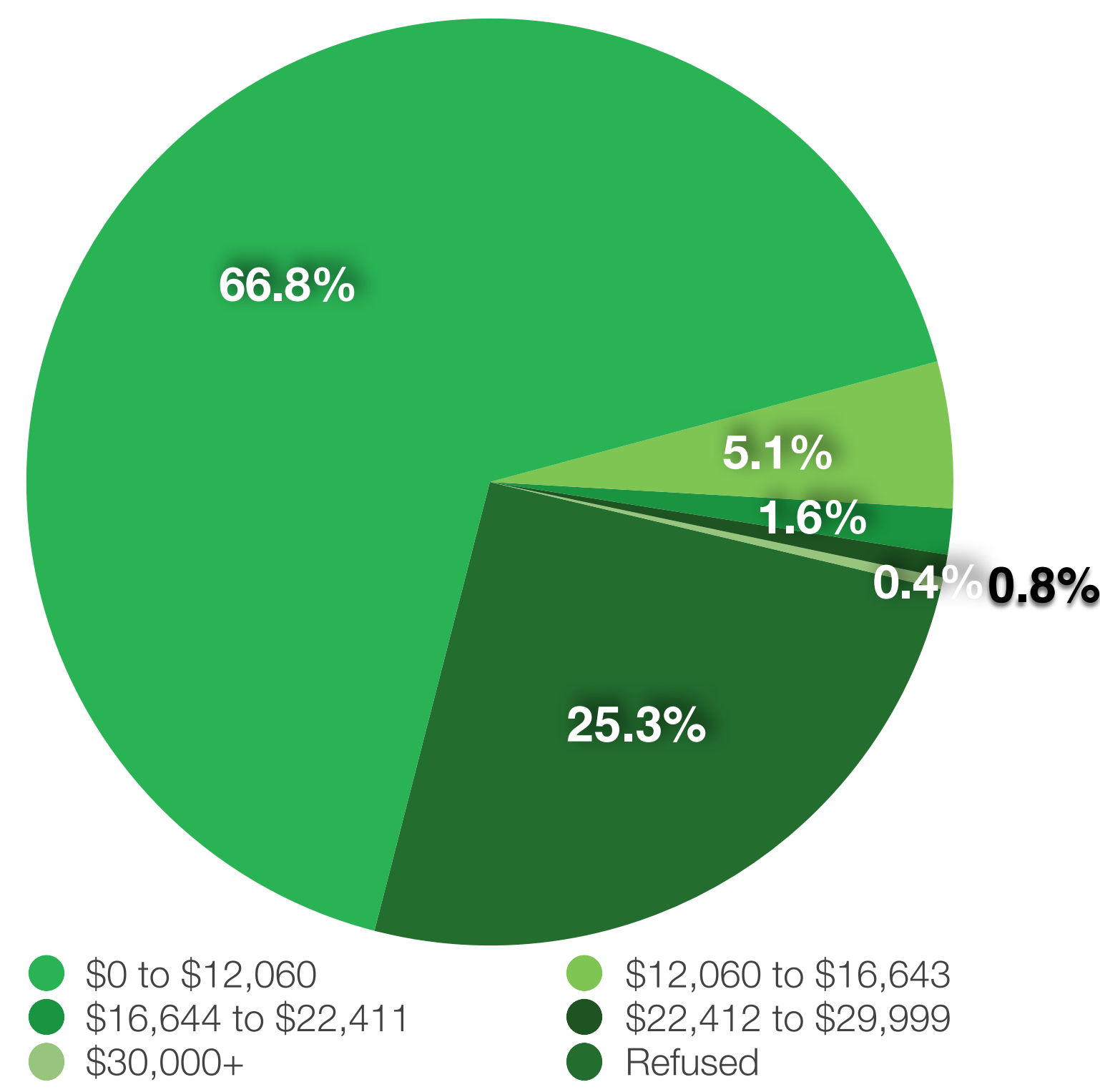
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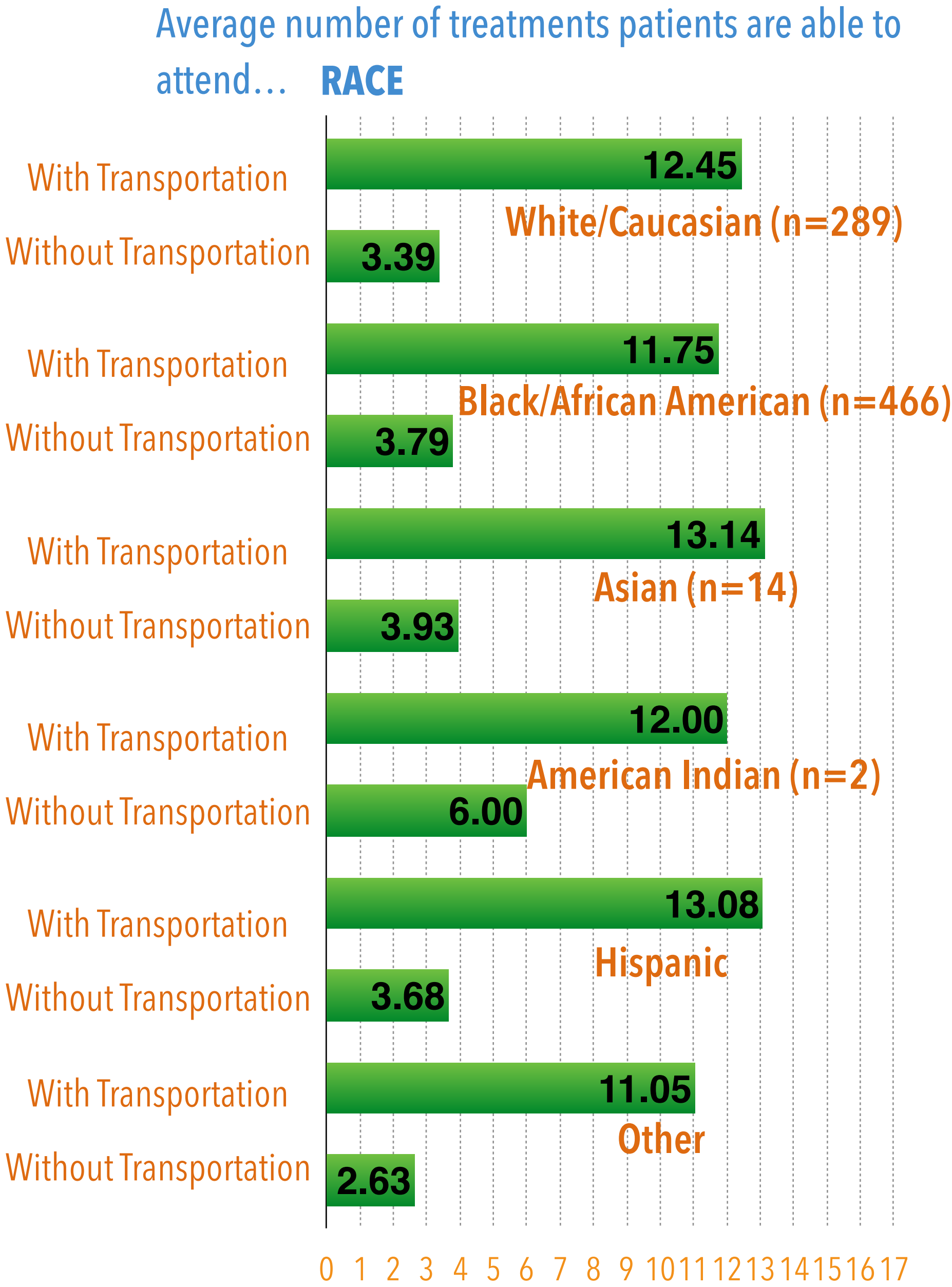
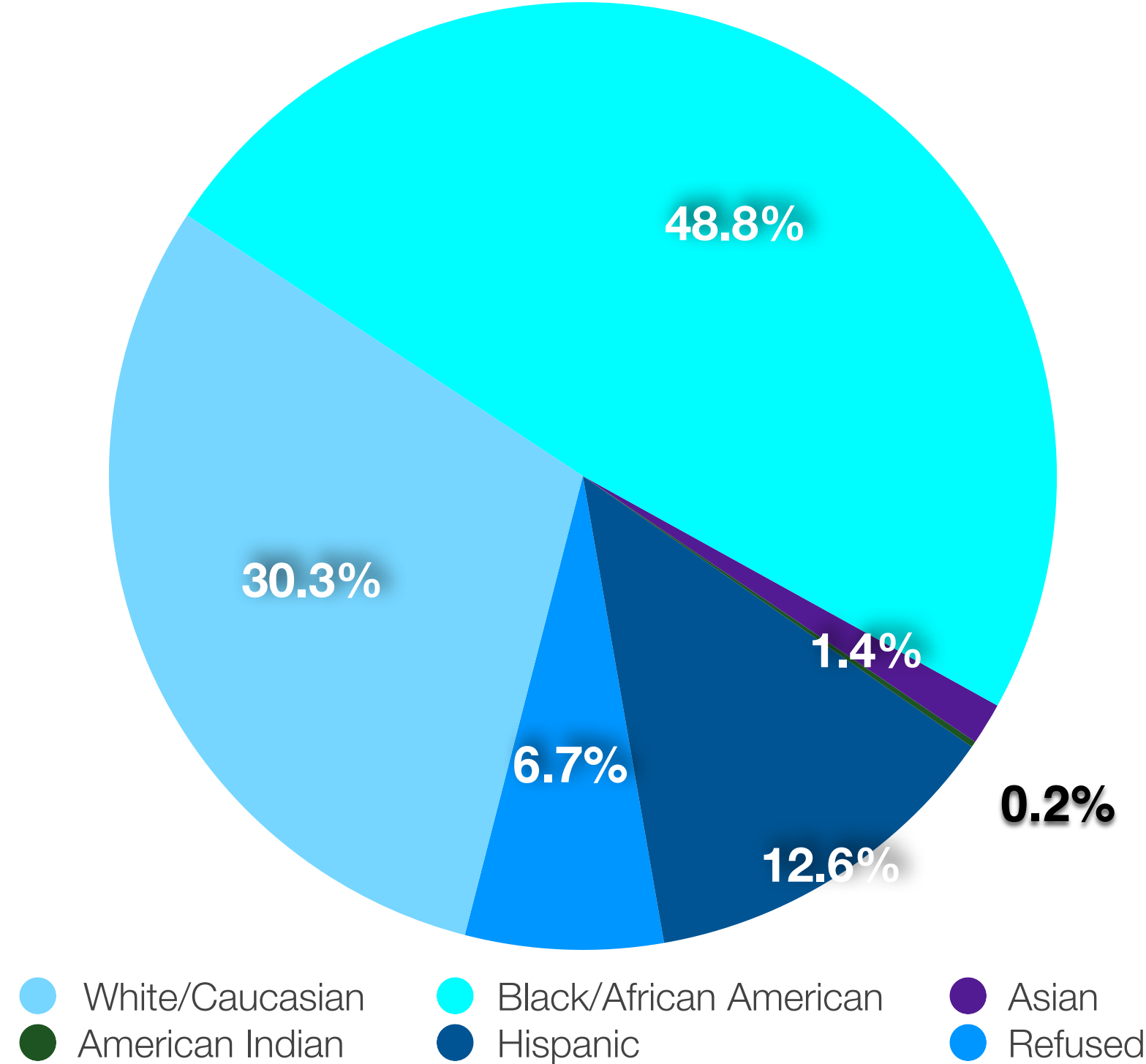
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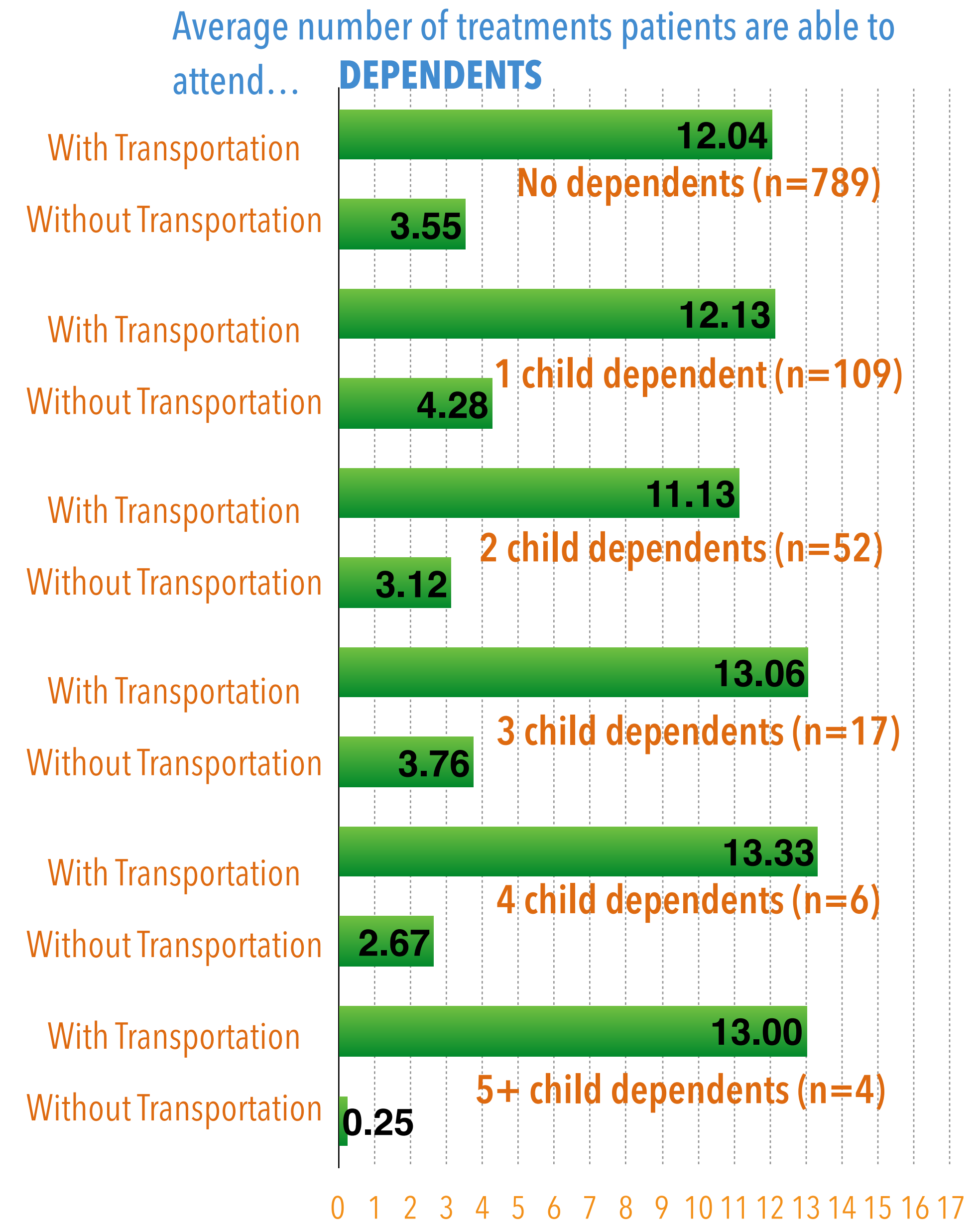
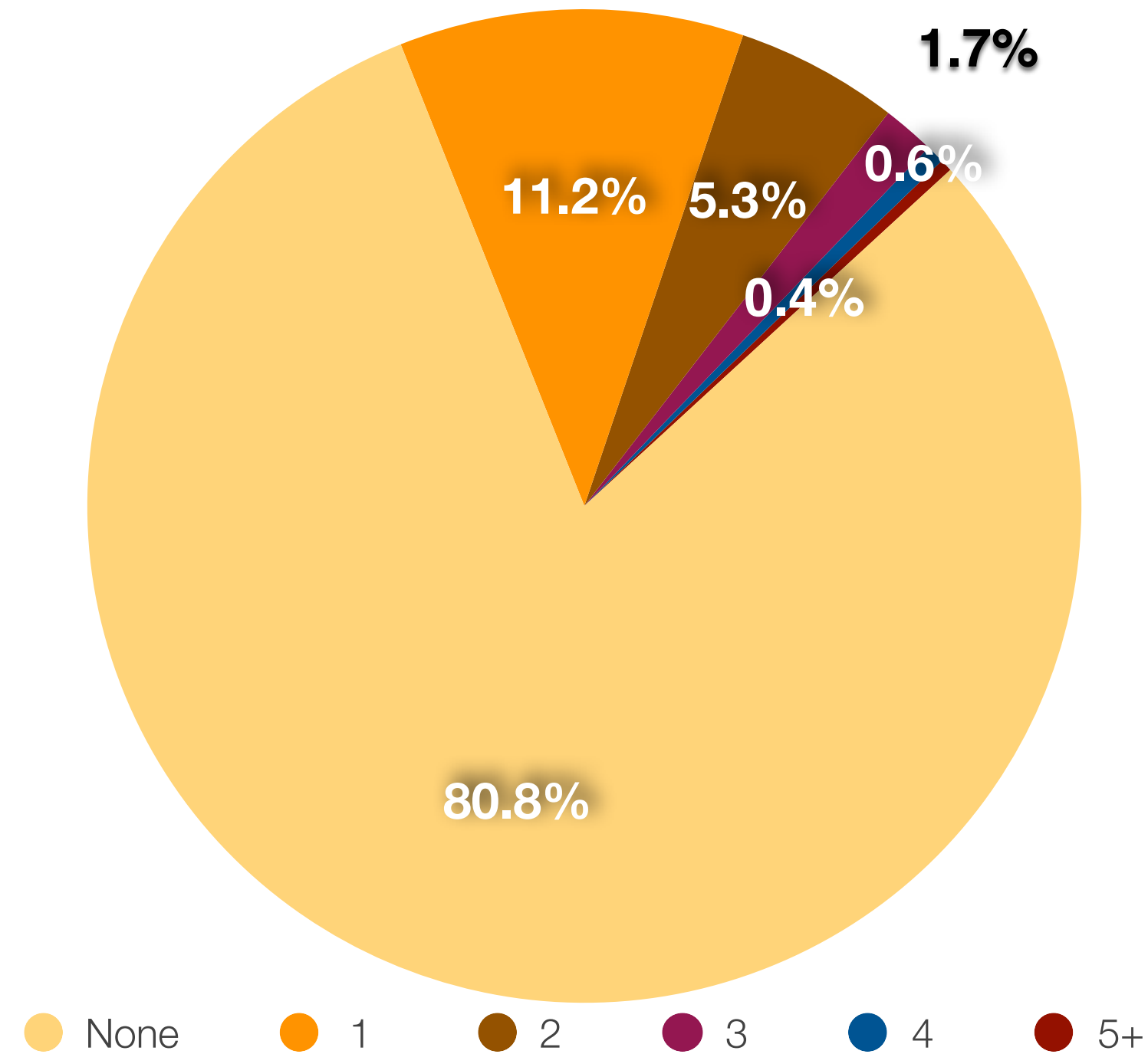
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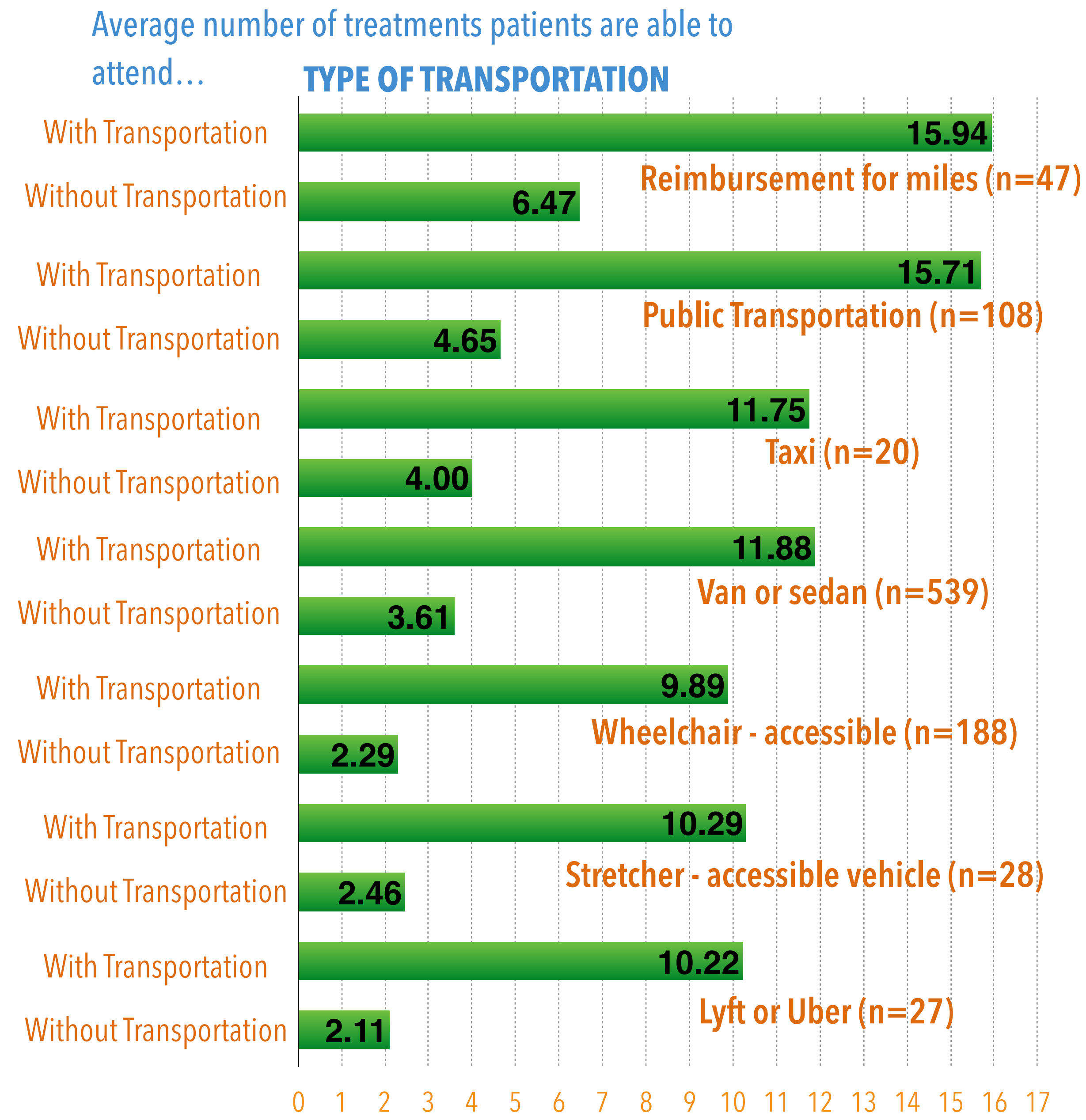
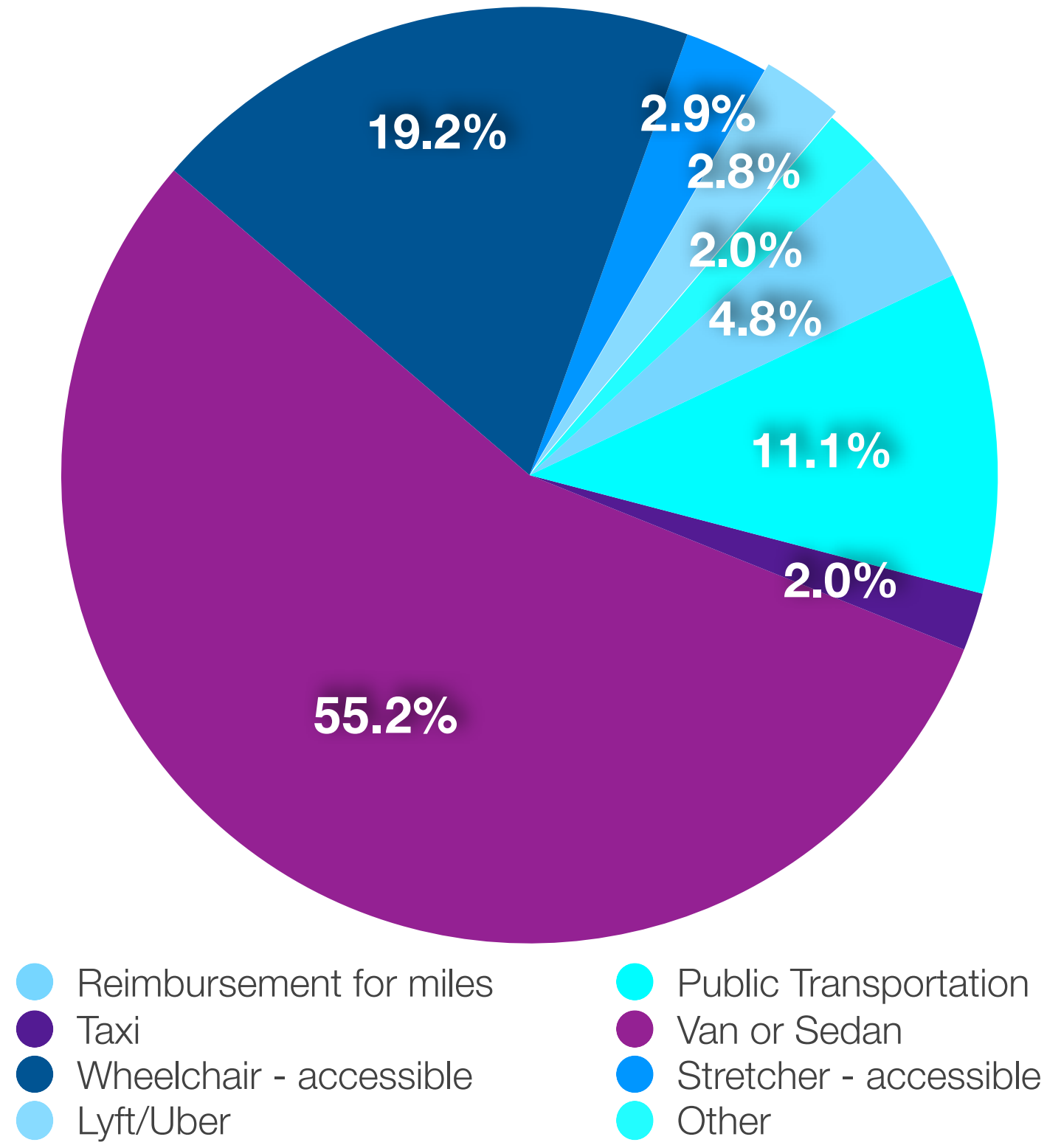
Demographic breakdown



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