

Last Revised: August 22, 2018

## **Medical Transportation Access Coalition (MTAC) Charter**

**MISSION:** The MTAC is dedicated to ensuring that Americans, particularly those from vulnerable and at-risk populations, have access to vital healthcare services by providing necessary, high-quality and trusted medical transportation services.

**WHO WE ARE:** The MTAC is a coalition of non-emergency medical transportation (NEMT) providers, brokers and their allies, such as healthcare providers, patient advocates and others, united by the common mission of preserving and strengthening access to healthcare transportation services.

**WHAT WE BELIEVE:** The MTAC believes:

1. Healthcare benefits are meaningless if patients cannot get to their appointments to obtain care.
2. A significant segment of the Medicaid population does not have regular access to safe and reliable transportation, placing their ability to access medical appointments at risk.
3. Health care costs go down or are stabilized when people have appropriate access to health care.
4. Non-emergency medical transportation bridges this gap, helping keep Americans healthy by getting them to their appointments safely and reliably.
5. Non-emergency medical transportation services are an essential component of our healthcare delivery system, without which millions of Americans would be left without a safe and reliable way to get the care they need.
6. States and managed care organizations contract with brokers because they manage NEMT programs efficiently, including by developing a high quality and robust network of transportation providers, ensuring the use of good drivers and safe vehicles, interacting with other healthcare providers and reducing fraud and abuse.
7. Brokers also promote transparency and accountability among all stakeholders, which balance beneficiary access with safeguards to assure that program benefits are used correctly and to reduce fraud and abuse.

**WHAT WE DO:** The MTAC will collaborate to:

1. Communicate the value of NEMT services to state and federal policymakers, key stakeholders, and the public;
2. Advocate for continued patient access to NEMT services for all Medicaid beneficiaries who lack transportation and other appropriate disadvantaged populations, and against state or federal proposals that would limit beneficiary access;
3. Analyze the industry and related care health delivery reforms and share best practices with NEMT brokers and our business partners; and

4. Engage allies and build relationships with others for whom NEMT services are critical.

**STRUCTURE:** At the time of founding, the MTAC is an informal, unincorporated, organization united by a common purpose. All participants have a voice and no organization has a veto. The MTAC strives to set an agenda based on consensus of all members.

## **MEMBERSHIP**

The MTAC has three categories of members:

1. **Founding Members:** Founding Members are LogistiCare Solutions LLC, Medical Transportation Management, Inc., and Southeastrans, Inc. (“Founding Members”). These companies formed the MTAC in 2017. The Founding Members have formed a Board and are collectively responsible for overall coalition governance, including amendments to this Charter. Founding Members are also in regular communication about the key activities of the MTAC and provide input and strategic direction regarding the policy agenda of the MTAC. The Founding Members reserve the right to modify, add, or remove any member category or any individual member’s status, including removal.
2. **Affiliated Providers:** Consistent with the MTAC’s mission to reflect a diverse set of stakeholders that understand the value of NEMT and support the organization’s mission, MTAC also draws from providers of NEMT services, including software-based companies or other non-Founding Member brokerage companies. These providers (hereinafter referred to as “Affiliated Providers”) may participate in the Steering Group (as discussed below), provide financial support, and collaborate with MTAC on certain ad hoc projects, such as strategic communications and research efforts. See below for more information on Affiliated Provider tiers.
3. **Allied Members (or “Allies”):** Allied Members are organizations such as medical providers and patient advocates who believe in the organization’s mission. Allies may participate in MTAC meetings as permitted by the Steering Group, provide expertise and input on MTAC policies and strategies, and otherwise inform and advise the MTAC.

## **GOVERNANCE**

**The Founding Member Board.** Each Founding Member shall designate one delegate who will function as the manager of his or her institution’s involvement in the MTAC, though other designees of the organization can contribute in meetings and deliberations. The Founding Member Board generally meets at least bi-weekly and sets the agenda for the Steering Group meetings and activities.

**The Steering Group.** The Steering Group is intended to be a broader and larger group than the Founding Member Board and consisting of entities that make annual financial contributions to the MTAC (i.e., Founding Members and Affiliated Providers). The Steering Group generally meets monthly or quarterly and is regularly informed of the MTAC’s key activities (generally on a weekly basis). The Steering Group provides input on: (1) policy development and MTAC positions, (2) procedures or activities undertaken by MTAC except for coalition governance, which is controlled

by the Founding Member Board, and (3) communications with MTAC members and vendors. The Steering Group is expected to focus on special projects, such as research, strategic communications or white papers, and stakeholder engagement (e.g., conference opportunities, briefings, etc.).

The Founding Member Board and the Steering Group strive to make decisions by consensus of all members. When developing policy, communicating as a coalition, and otherwise taking actions on behalf of the MTAC, the input of all members is considered. While consensus of members is always pursued, if consensus is not reached on any issue, the Founding Member Board or the Steering Group (as applicable) will determine the course of action by unanimous vote.

**Allied Members.** Allied Members help shape the MTAC’s positions and actions but do not have a vote. They are not required to pay dues but rather contribute to MTAC through regular, periodic participation in policy discussions, collaborating in communications, and other similar advisory roles. Allied Members are kept informed about the MTAC’s key activities via email, generally on a weekly basis.

**Affiliated Providers.** Affiliated providers make annual contributions to support MTAC’s lobbying, research, and education efforts. They do not have a vote on the Founding Member Board but do have a vote on the Steering Group. The Founding Member Board collaborates with Affiliated Providers on policy discussions, advocacy, and communications.

The following is a breakdown of Affiliated Provider Tiers. A prospective Affiliated Provider can join at any tier. However, MTAC expects any prospective Affiliated Provider to benchmark its specific commitment amount under a selected tier based on factors such as market share, trip volumes, and/or revenue, as applicable. An Affiliated Provider’s annual commitment amount is subject to approval by the Founding Member Board and may be re-considered on an annual basis.

Tier	Suggested Annual Level of Commitment	Expectations
1	\$25,000 – 50,000	<p>Stays in regular (at least weekly) two-way communication with FBDC (on behalf of MTAC board), similar to Allied Members.</p> <p>Invited to quarterly/monthly Steering Group calls and quarterly all-member coalition calls.</p> <p>Participates in strategic planning for public policy priorities. Input given special consideration.</p> <p>Receives <u>prior</u> consultation and provides <u>prior</u> input in advance of all large research projects.</p> <p>As appropriate (i.e., based on availability and scope of meeting), invited to interface with federal policymakers (legislative and agency-level) at meetings and public events.</p>

		May be asked to contribute additional funding or in-kind support (e.g., collaboration with MTAC on affiliated provider’s own internal projects) for special initiatives such as research projects, public education, conference or summit sponsorship, or strategic communications.
2	\$15,000 – 24,999	<p>Stays in regular (at least weekly) two-way communication with FBDC (on behalf of MTAC board), similar to Allied Members.</p> <p>Invited to quarterly/monthly Steering Group calls and quarterly all-member coalition calls.</p> <p>Participates in strategic planning for public policy priorities.</p> <p>Receives <u>prior</u> consultation and provides <u>prior</u> input in advance of large research projects.</p> <p>May be asked to contribute additional funding or in-kind support (e.g., collaboration with MTAC on affiliated provider’s own internal projects) for special initiatives such as research projects, public education, conference or summit sponsorship, or strategic communications.</p>
3	\$5,000 – 14,999	<p>Stays in regular (at least weekly) two-way communication with FBDC (on behalf of MTAC board), similar to Allied Members.</p> <p>Invited to quarterly/monthly Steering Group calls and quarterly all-member coalition calls.</p> <p>May asked to contribute additional funding or in-kind support (e.g., collaboration with MTAC on affiliated provider’s own internal projects) for special initiatives such as research projects, public education, conference or summit sponsorship, or strategic communications.</p>

**Observers.** MTAC welcomes the opportunity to educate interested stakeholders and members of the public about its activities. MTAC strives to keep these Observers engaged to increase awareness of transportation barriers for patients and broaden the reach of the MTAC’s mission.

**MEMBERSHIP DUES / FINANCIAL CONTRIBUTIONS**

Financial support for the MTAC is based on the market share of each Founding Member and contributions of Affiliated Providers. Regarding Founding Member contributions, the market share of the sector will be reassessed twice-annually and any necessary adjustments to this pro-rata allocation will be determined at such times.

New Members to serve on the Steering Group may be admitted upon consensus of the Founding Members. The new member's dues shall be set at a rate that reflects the member's revenue and/or market share in the relevant industry and as determined unanimously by Founding Members.

The Founding Member Board shall determine how membership dues and Affiliated Provider contributions will be used to advance the work of MTAC. Possible uses of dues are, among other things, paying MTAC vendors or consultants, funding research, and buying advertising, etc.

#### **MEMBERSHIP CRITERIA, EXPANSION AND REMOVAL**

All Members agree to:

- Actively support and commit to the Charter, mission, and agenda of the MTAC;
- Financially support the work of the MTAC (applicable to Board Members and Affiliated Providers only);
- Provide in-kind support to MTAC as appropriate; and
- Act in good faith and be a constructive, collaborative participant in MTAC.

Other membership criteria may be established by the Founding Member Board and, if established, such criteria shall be applicable to all members and shall be incorporated into this Charter.

If a Member fails to abide by one or more of these requirements, the Board shall consider the issue and take corrective action. If, after a period of time set by the Board, the concerns go unaddressed, the Founding Members may remove the Member, as applicable.

Notwithstanding the membership criteria above, an Affiliated or Allied Member may be removed at any time by the Founding Member Board if the Board determines that the Member's continued participation in the coalition would damage the MTAC's standing or reputation.

The MTAC welcomes additional Board or other Members. New Members must be approved unanimously by the Founding Member Board.

#### **MTAC VENDORS AND CONSULTANTS**

Faegre Baker Daniels Consulting (FBDC) serves as strategic advisor and coalition manager to MTAC. In this capacity, FBDC manages coalition operations and helps to steer MTAC's policy and advocacy work. The Board has authorized FBDC to represent the coalition with third-party organizations, policymakers, and media.