



2024 TransLink

NEMT Program Evaluation Findings Trend Report

CareOregon, in partnership with TransLink, evaluated the Non-Emergency Medical Transportation (NEMT) program. The NEMT program provides transportation services for Jackson Care Connect Medicaid members.

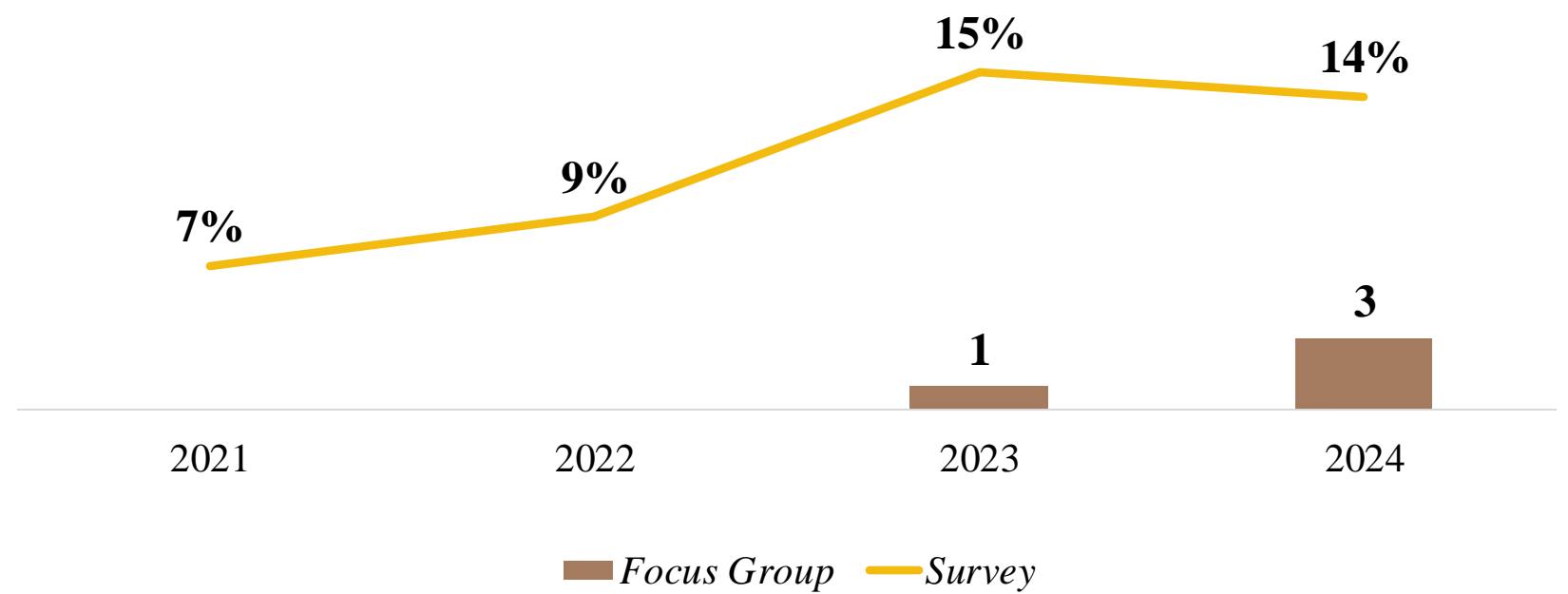
The evaluation and survey included the following stakeholders: members, NEMT drivers, and NEMT providers. NEMT providers contract, hire and manage NEMT drivers. Stakeholders incorporated members who utilized the NEMT services, drivers who were active at the time of the survey, and providers that were under contract at the time of the survey. Focus groups were also offered to all stakeholders. Focus groups were offered to drivers and providers starting in 2022 and to members starting in 2023.

This report is looking at trends from 2021, 2022, 2023, and 2024. Some questions had data from 2021, but not all, as the survey questions became more consistent in 2022 and more recent years.

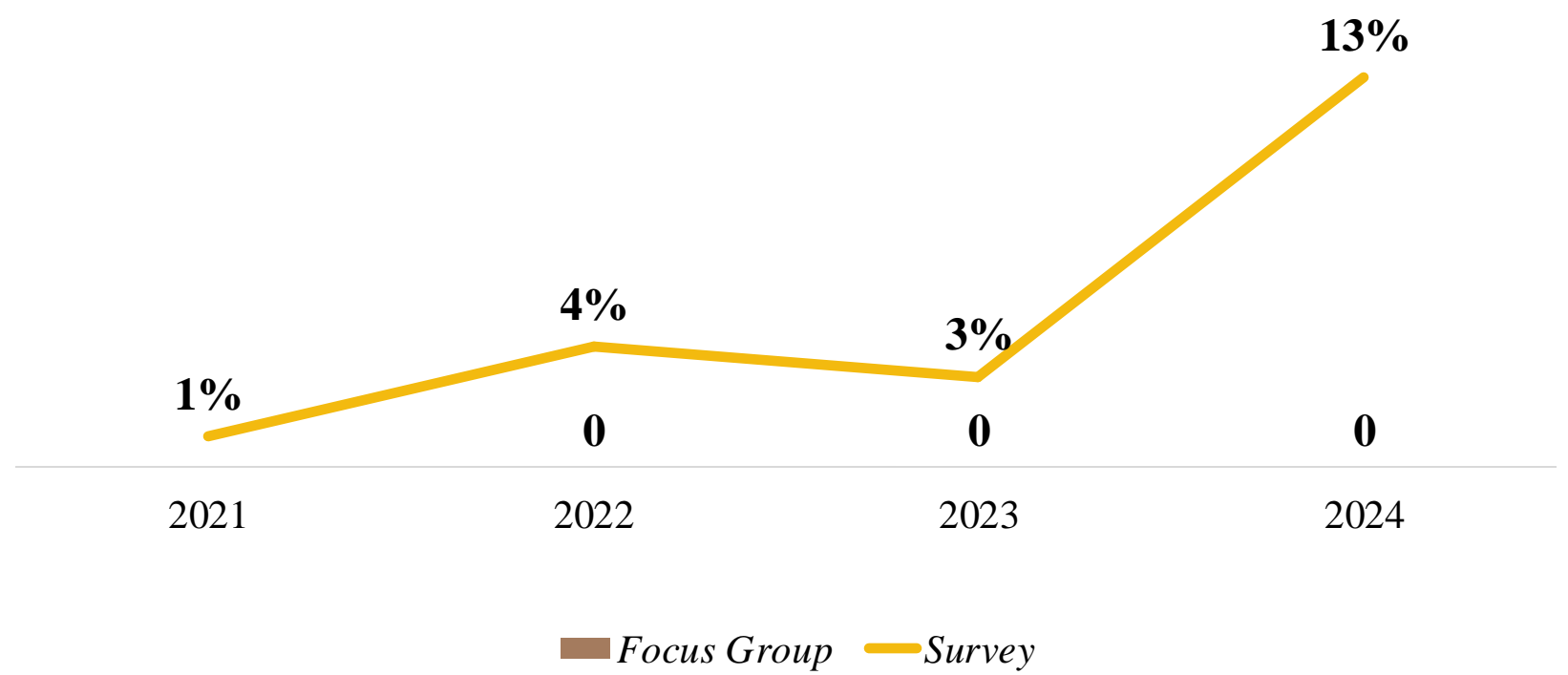
SURVEY & FOCUS GROUP PARTICIPATION RATES



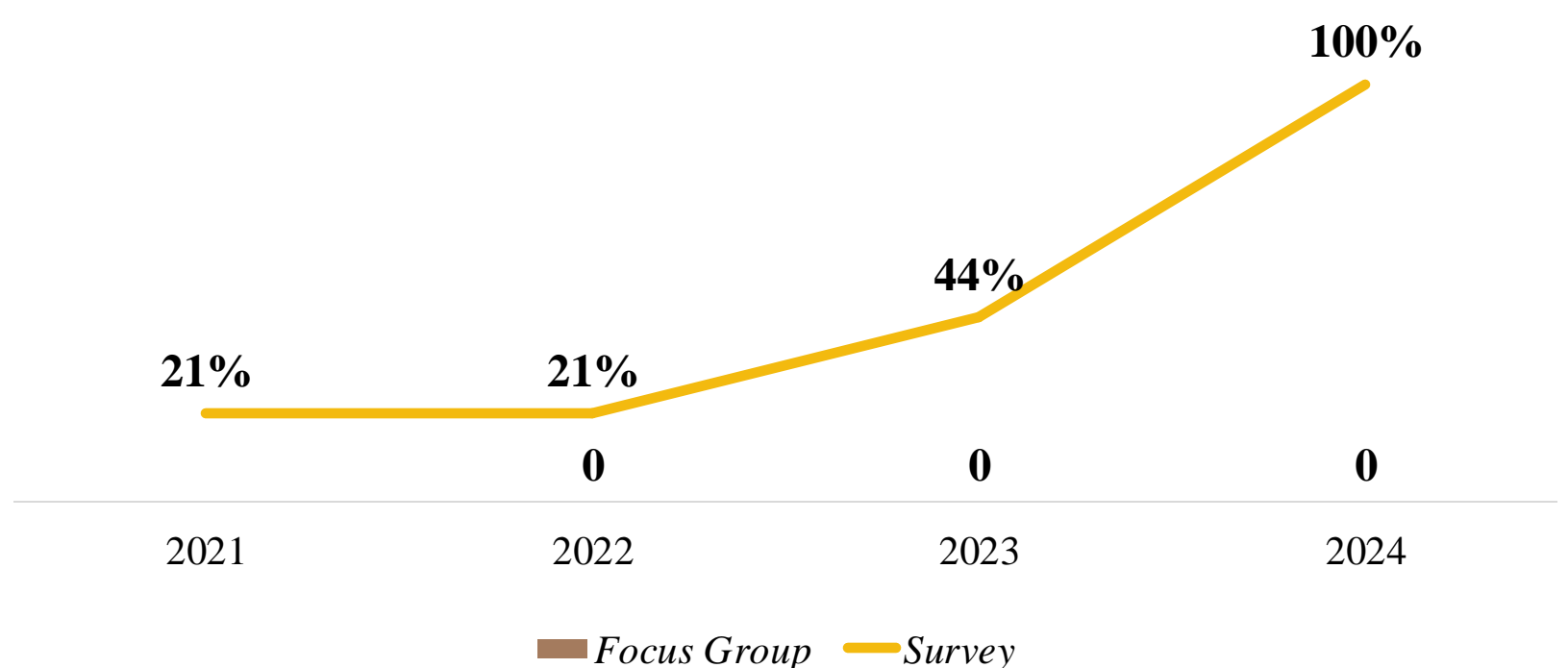
Members



NEMT drivers



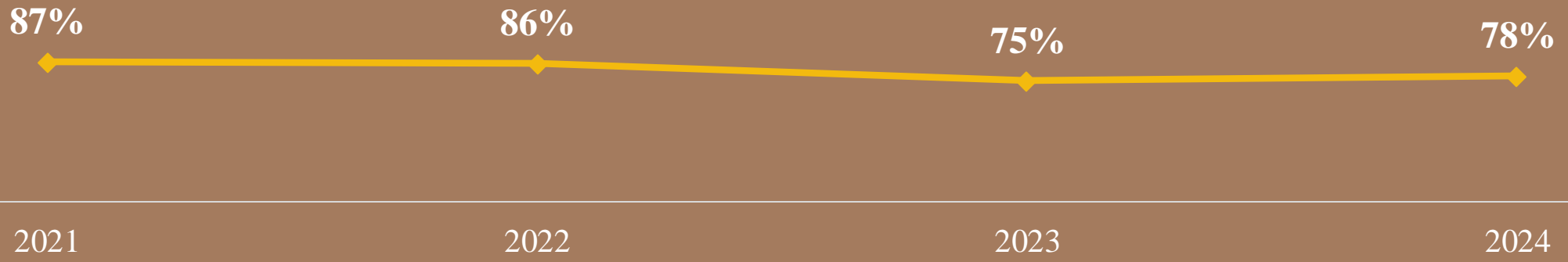
NEMT providers



MEMBERS

SATISFACTION

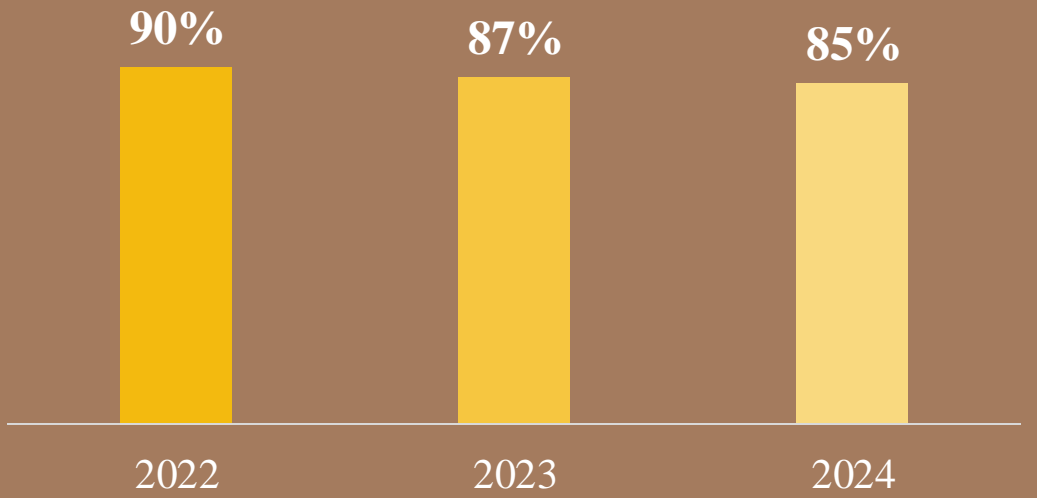
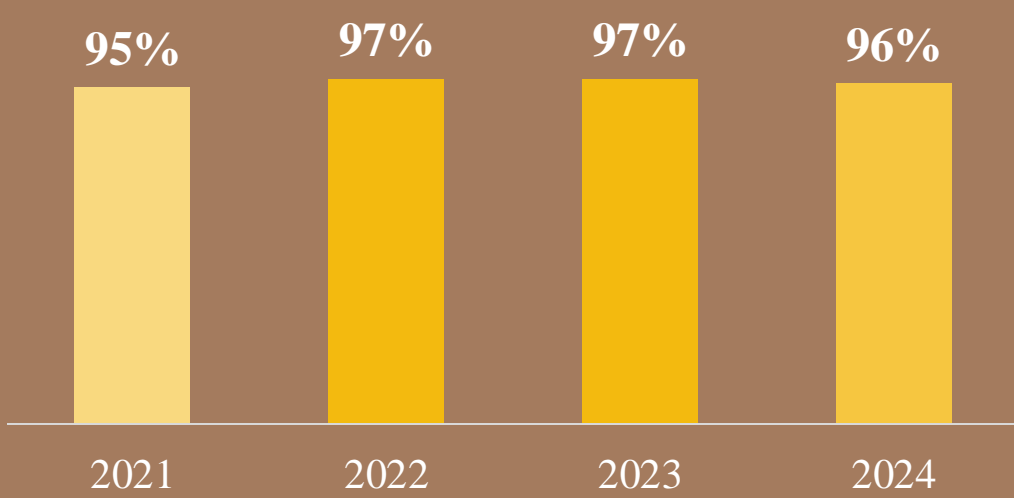
Satisfaction with the NEMT program. Percentages are based on “mostly satisfied” and “very satisfied” responses.



TRANSPORT BY NEMT DRIVER

I feel safe while being transported by NEMT drivers.

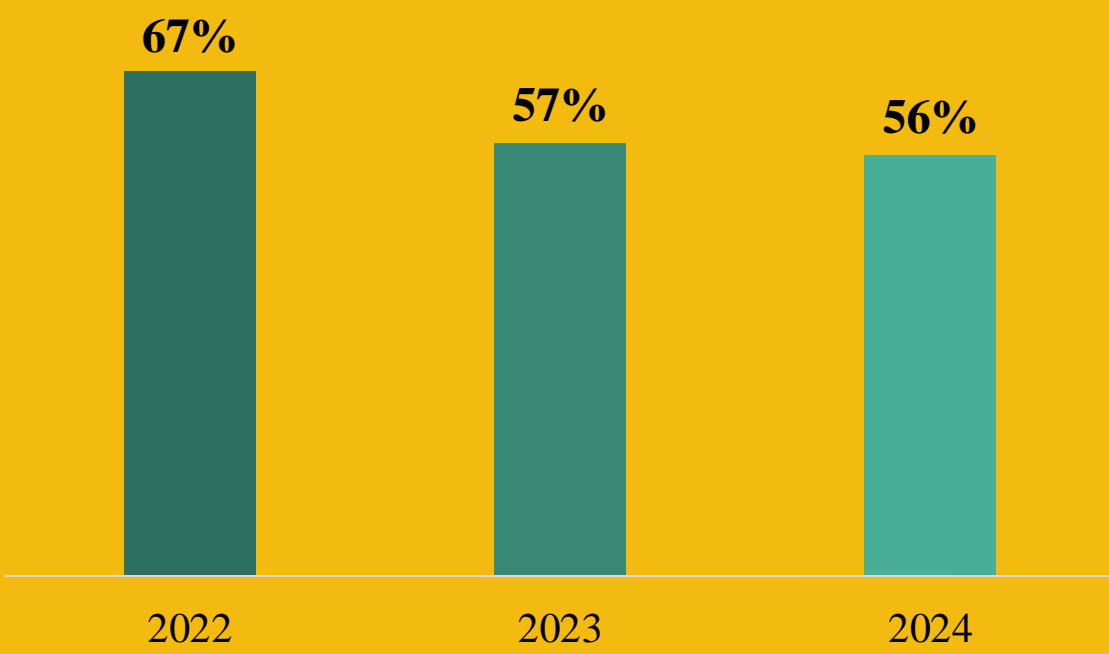
The scheduled NEMT pick-up window allows me to arrive on time for my appointment; it is not too early, or too late.



NEMT DRIVERS

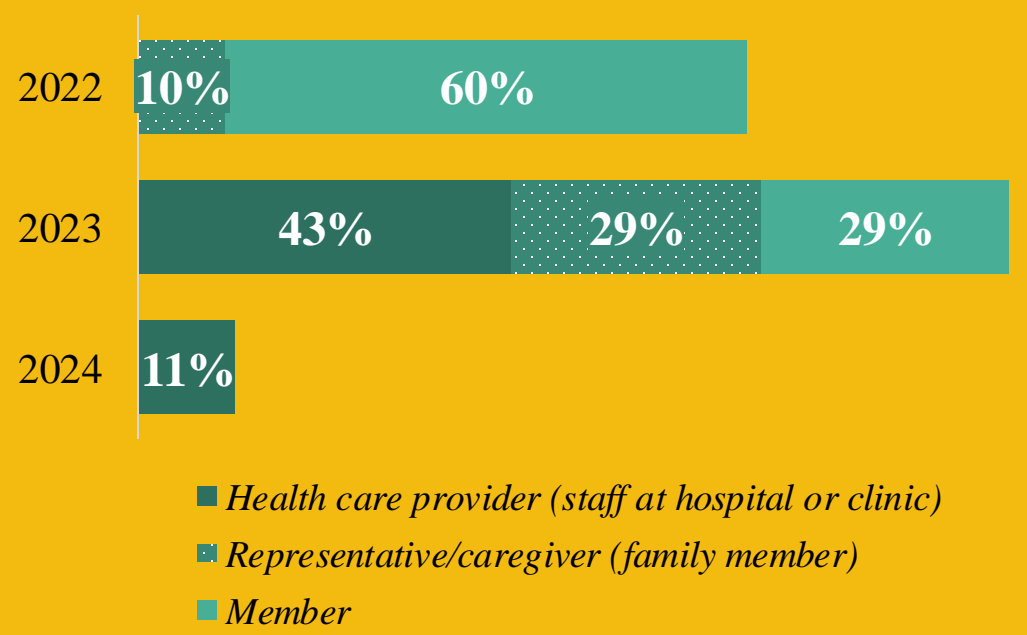
SATISFACTION

Positive experience with driving for the NEMT program. Percentages based on “mostly going well” and “going well” responses.



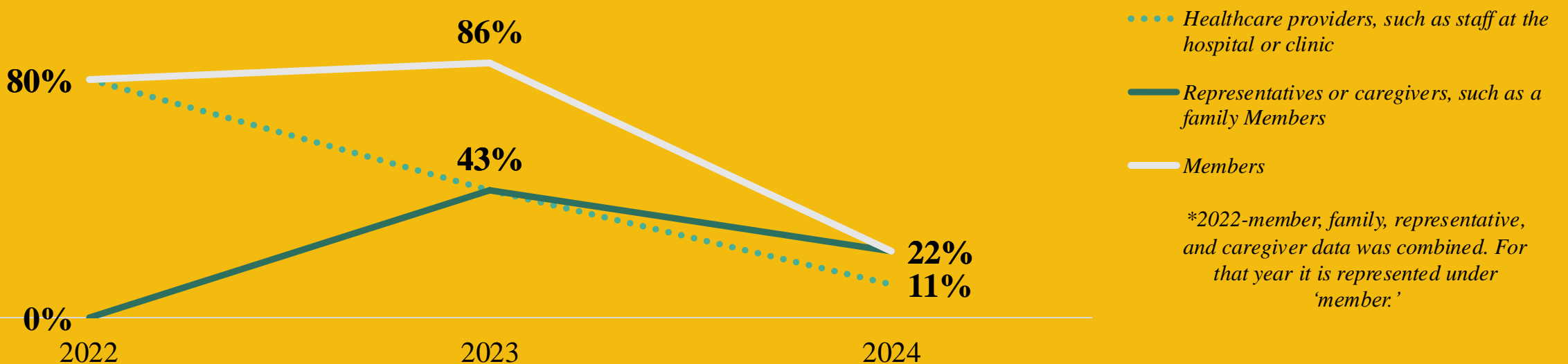
DISCRIMINATION

NEMT drivers have felt discriminated against the following groups while transporting members. Percentages based on participants marking multiple selections.



REQUESTS OUTSIDE OF TRANSPORTATION NEEDS

The following groups have asked NEMT drivers to help a member with something beyond transportation needs. Percentages based on participants marking multiple selections.

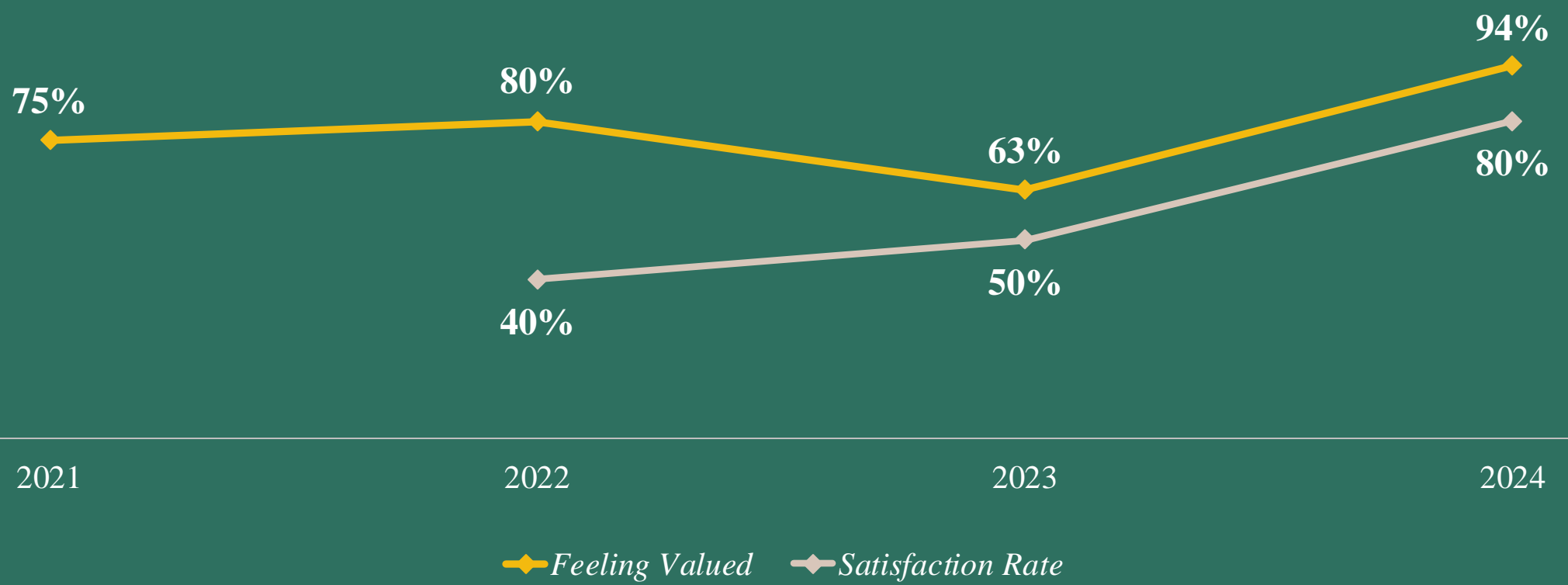


*2022-member, family, representative, and caregiver data was combined. For that year it is represented under 'member.'

NEMT PROVIDERS

SATISFACTION

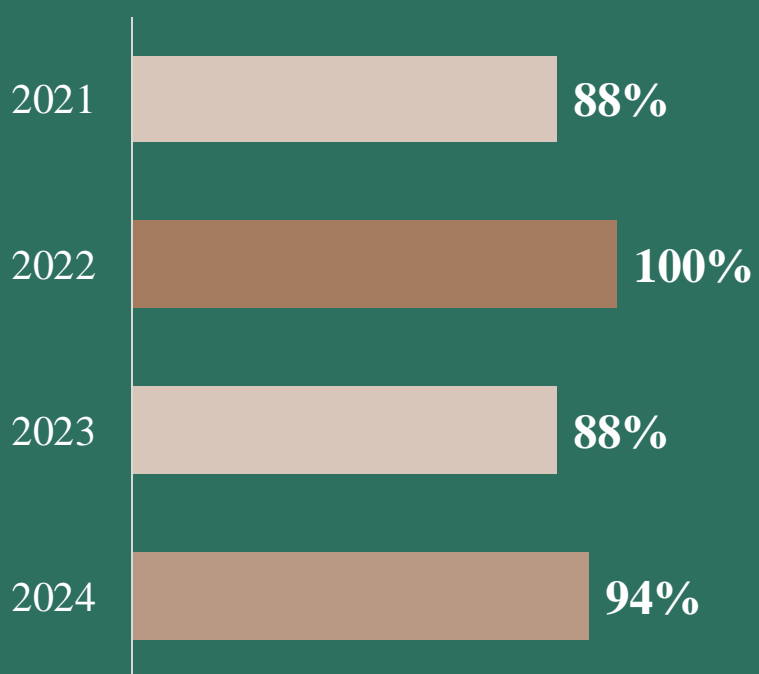
NEMT providers' satisfaction rates and feelings of value while working with the NEMT program. Percentages are a combination of 'agree/satisfied' and 'mostly agree/satisfied' responses.



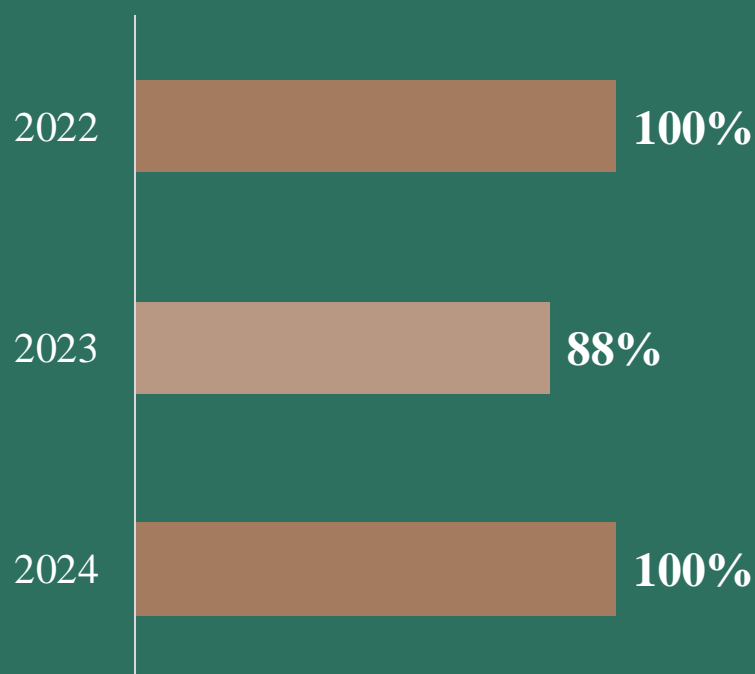
TRIP ASSIGNMENTS

Percentages based on "mostly agree" and "agree" responses.

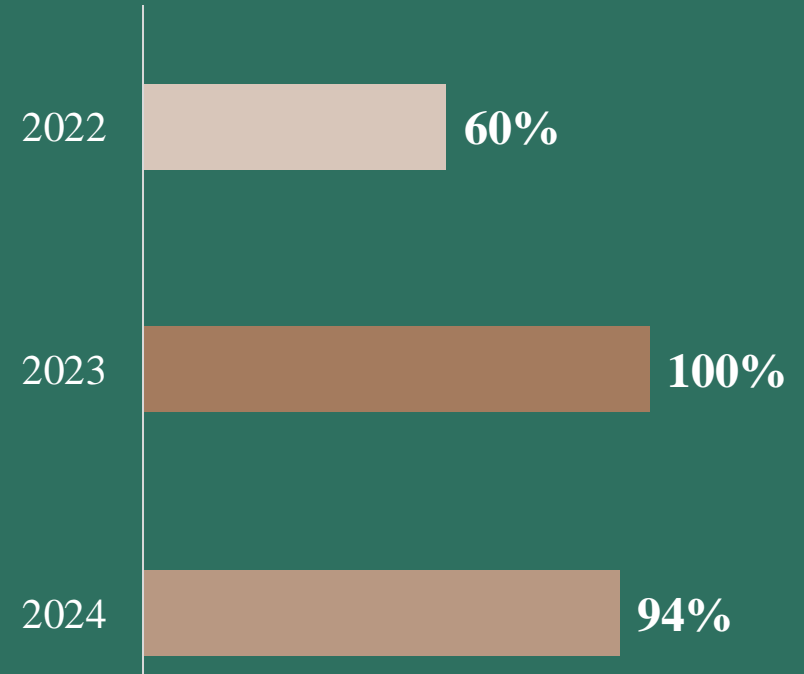
We receive trip assignments that match our availability and resources.



We receive our trip assignments with enough time to manage them.



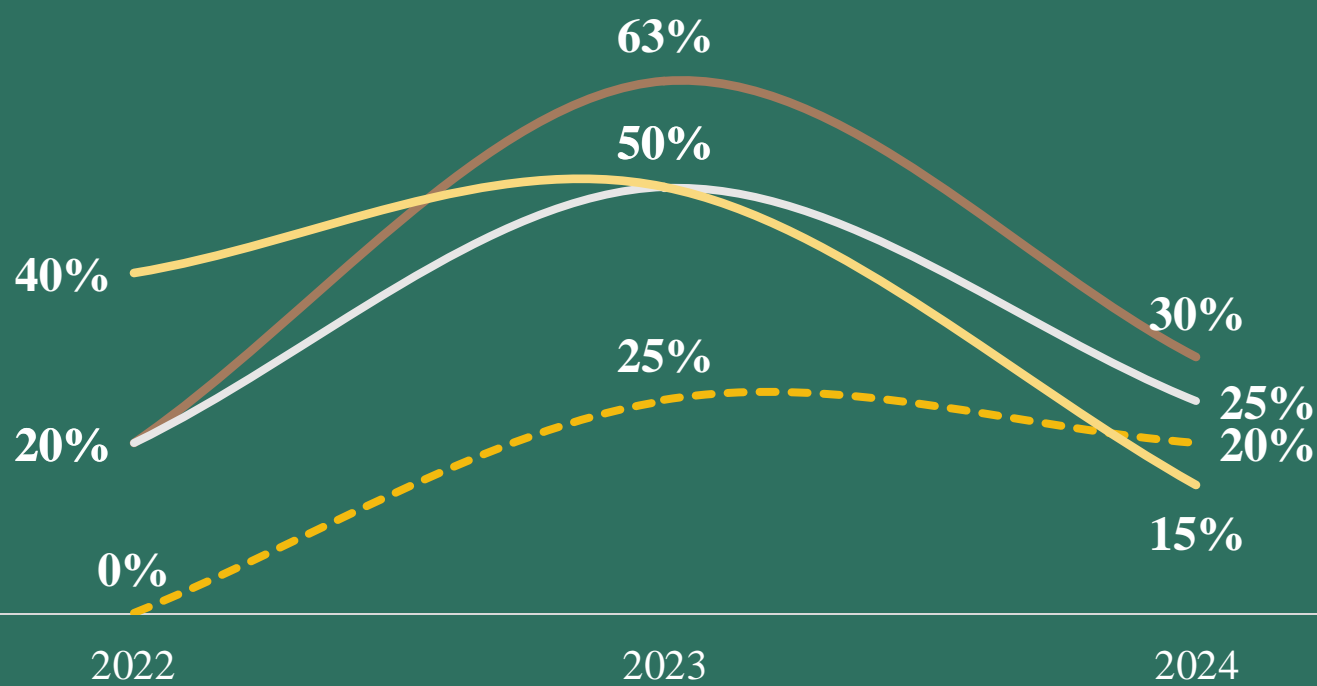
We feel comfortable taking last-minute trip assignments.



DISCRIMINATION

Our company has felt discriminated against by the following groups:

Health care provider Representative/caregiver Member Brokerage



SUPPORT

We were offered opportunities to interact with other providers for knowledge sharing and support.

Percentages based on "mostly agree" and "agree" responses.

