

## Testimony of Anne Conners, resident of Cushing, Maine

### Supporting: LD 1835 An Act to Improve Nonemergency MaineCare Transportation - Sponsored by Senator Richard Bennett

May 8, 2025

Good afternoon, Senator Ingwersen, Representative Meyer, and distinguished members of the Joint Committee on Health and Human Services:

My name is Anne Conners and I am a resident of Cushing, Maine.

I support **LD 1835** and appreciate Senator Bennett and the other cosponsors for bringing this legislation forward.

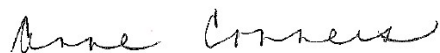
I work at a health care system serving a rural population. I see how critical transportation support is for our community and health care system. Our teams of clinicians, social workers, and community health workers rely on established workflows and relationships with MaineCare to arrange transportation to critical health care services. If patients and community members cannot access transportation in a low barrier matter, they will not be able to receive care in our facilities, postponing care until there is a crisis. Lives are literally on the line.

While we appreciate the transportation provided through MaineCare, we have witnessed barriers for our patients such as late drop-offs, so they miss an appointment, or late pickups, so they are waiting for hours for their ride. There are patients who have difficulty booking rides as well.

This bill, with its publicly accessible dashboard, will bring much needed light to a critical part of our infrastructure by sharing data and holding transportation entities accountable. The cross sector Advisory Committee will allow people who are seeing the strengths and weakness of the transportation system firsthand to share that with administrators and policy makers. The Ombudswoman program will allow concerns to be systematically investigated so as to improve services for all.

Thank you for listening to my perspective. Please vote Ought to Pass.

Sincerely,

A handwritten signature in cursive script that reads "Anne Conners".

Anne Conners, Cushing, Maine  
207-542-2705 cell  
207-354-8133 home