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MEMORANDUM

To: Joint Standing Committee on Health and Human Services
From: Department of Health and Human Services, Office of MaineCare Services
Date: October 27, 2026
Re: Requested Reportback re: LD 1835, *An Act to Improve Nonemergency Transportation*

On March 27, 2026, the Committee sent a letter to the Department requesting that the Department make the Non-Emergency Transportation (NET) complaint process more accessible for MaineCare members using NET services and report back to the Committee with an update on this effort. Specifically, the Committee requested that the Department do the following:

- Make changes to the NET webpage, making it very clear who a member with a NET complaint should call.
- Send a letter to all members describing the process for making a NET complaint.

To comply with this request, the Department updated the [NET webpage](#) to make the NET complaint process easier to locate. Before this change, the information on how to file a complaint was on the fifth page of the [Transportation Questions and Answers](#) document under "Questions" on the NET webpage. The information is still there, but the information has also been brought to a more prominent location on the webpage.

Due to the cost, the Department could not send a hard copy letter to all MaineCare members describing the process of making a NET complaint. The Department obtained an estimate from Gainwell Technologies to prepare and mail a letter to all MaineCare members. The estimated cost to send approximately 400,000 letters was \$413,800, which included \$145,000 for supplies, printing, and preparation, and \$268,800 for postage. Without an appropriation for this work, the Department determined it did not have funding available to support the cost of the mailing. Instead, the Department contacted members using the following methods:

- **E-message:** On August 10, 2026, an e-message that included details on how to make a complaint was sent to 221,536 subscribers: [Non-Emergency Transportation Services \(NET\) Complaint Process | Department of Health and Human Services](#)
- **Social Media:** On August 10, 2026, the Office of MaineCare Services posted a NET flyer on its Facebook and Instagram accounts, which included information on where to go to find more information on NET and how to file a complaint. OMS's Facebook account

has approximately 1,200 followers and the Instagram account has 256. The Facebook post was shared 18 times and was viewed 2,664 times. The Instagram post had 33 views.

- **Newsletter:** On August 14, 2026, the [NET flyer](#) was shared in MaineCare's quarterly partner newsletter, [MaineCare Connects](#). It was successfully delivered to 192 subscribers and was the third most accessed resource on the [MaineCare Communications Materials](#) webpage, with 21 people clicking on the flyer link.
- **Additional Communications Planned:** The Department shared the NET flyer with MaineCare's Beneficiary Advisory Committee on October 6, 2026, and with the MaineCare Advisory Committee via email. The Department is also working with the Office of Population Health Equity to include the flyer in an upcoming newsletter to be shared through their interested party's listserv.