



Testimony in Support of LD 1835 – An Act to Improve Nonemergency MaineCare Transportation

*Provided by: Dr. Himanshu Bhatnagar, CEO and Founder, HBSS Connect Corp. | QRyde
May 9, 2025*

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

My name is Dr. Himanshu Bhatnagar, and I am the CEO and Founder of HBSS Connect Corp., the company behind the QRyde transportation platform. For over two decades, we've developed and implemented transportation technology solutions across the United States, specializing in nonemergency medical transportation (NET), micro transit, paratransit, and coordinated human services transportation systems.

In Maine, our partnership with Penquis has allowed us to support the state's NET program, facilitating ride scheduling, dispatch, billing, and logistics. Our experience has shown that the effectiveness of such programs hinges not only on the technology but also on the policies and oversight structures that govern them. We continue to, in partnership with Penquis, innovate and bring new foundational technologies to improve efficiencies and performance of the services.

LD 1835 introduces measures that align with sound business practices and risk management principles. By establishing a public performance dashboard, a statewide ombudsman, and regional advisory committees, the bill promotes transparency, accountability, and continuous improvement. These elements are crucial for ensuring that transportation services meet the needs of MaineCare members while also providing clear metrics for performance evaluation.

From a business perspective, such oversight mechanisms help identify inefficiencies, reduce waste, and ensure that resources are allocated effectively. They also provide a framework for addressing issues proactively, rather than reactively, which is essential for maintaining the trust of both service users and providers. HBSS and Penquis work on continuous improvement in providing greater insight and transparency in operations.

In our work across various states, we've observed that programs with robust accountability structures tend to deliver better outcomes for all stakeholders involved. LD 1835's provisions are a step in that direction, fostering a system where data-driven decision-making and stakeholder engagement lead to improved service delivery.

HBSS Connect Corp.

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www.hbssonline.com



Realizing Your Transportation Vision

I support LD 1835 because it lays the groundwork for a more efficient, responsive, and equitable NEMT system in Maine. Thank you for your time and consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Himanshu Bhatnagar", is written over a horizontal line.

Dr. Himanshu Bhatnagar

CEO and Founder

HBSS Connect Corp. | QRyde

Himanshu Bhatnagar
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LD 1835

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