

Testimony in Support of LD 1835
An Act to Improve Non-Emergency MaineCare Transportation
May 9, 2025

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

Thank you so much for the opportunity to testify today. My name is Eric Meyer. I am a resident of Whitefield and the President & CEO of Spurwink Services. At Spurwink, we provide a full continuum of behavioral health and educational services to over 10,000 Maine children, adults, and families across our state with over 1,000 Maine employees. Many of the people we serve can only access those services with timely, dependable transportation. I respectfully ask the committee to support LD 1835 and to continue strengthening the infrastructure that connects people to care.

Non-Emergency Transportation (NET) plays a key role in helping people stay connected to their treatment and to continue making progress. At Spurwink, we serve individuals who are taking active steps to improve their health and well-being. Reliable transportation supports that progress by ensuring that people can access the care they've committed to. When transportation is unreliable, treatment, care and services are disrupted or prevented all together. Instead of healing and progress, such disruption adds significant stress, making it harder to stay on track with their healthcare and well-being.

LD 1835 equips the system with practical tools to promote accountability and improve rider experience. One of these tools is a public-facing performance dashboard—an online platform that will track key measures like on-time performance, complaints, and missed trips. This kind of visibility helps ensure that NET providers are meeting expectations across regions. The bill also adds an ombudsman to serve as a point of contact for resolving concerns and reinforces the role of regional advisory groups so that both rider and provider voices inform ongoing improvements. These are actionable steps that support a consistent, responsive system statewide.

We recognize that delivering transportation in Maine requires complex coordination. LD 1835 supports that work by measuring outcomes and offering a structured response when issues arise. It is a meaningful step toward ensuring that MaineCare transportation operates to its fullest potential.

Thank you for your time and consideration.



Sincerely,
Eric Meyer, LCSW, MBA
President and CEO
Spurwink Services

