

Testimony of Lianne Lewin-Grover, resident of Biddeford.

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 Lianne Lewin-Grover I am a resident of Biddeford. I support LD 1835 and appreciate Senator Bennett and the other cosponsors for bringing this legislation forward.

I'm the coordinator of a community support program for adults with intellectual and developmental disabilities, the majority of whom rely on Non-Emergency Transportation to access their medically necessary MaineCare waiver services. On a weekly, and sometimes daily, basis I see how issues within the current transportation system negatively impact the individuals I support.

I've seen instances of drivers lying, photographic evidence of drivers watching videos on their phones while driving, I've witnessed drivers breaking traffic safety laws while picking individuals up, I've seen vehicles in states of disrepair, I have experienced more than one instance of individuals being dropped off an hour+ before their scheduled drop off time at a locked facility and left unattended on the street. We've had several instances of people being picked up more than a half hour after their scheduled pick up time, and even instances of drivers never showing up at all, with no replacement driver being provided within a timely manner. I know multiple people that refuse to use nonemergency transportation because of the volume of issues they've had with the system, which limits their ability to receive their services. I've personally filed dozens and dozens of complaints, with minimal resolution.

This bill is a step in the right direction to improve the nonemergency transportation system for MaineCare services. An independent ombudsman program would help the individuals I support when issues arise, by following up on complaints and ensure that service grievances are resolved. Increasing awareness of, and participation in, the nonemergency transportation advisory committee brings empowerment to the community members using this service to have their voices heard and to be able to make recommendations for further improvements. A public online MaineCare transportation dashboard is a key way to accessibly provide information on regional

performance results. This would allow myself, and nonemergency transportation users, to see tangible evidence of improvements made, as well as providing information to reference when advocating for further improvements in this process.

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

Sincerely,

A handwritten signature in cursive script that reads "Lianne Lewin-Grover". The signature is fluid and elegant, with the first name "Lianne" being the most prominent part.

Lianne Lewin-Grover