

May 9, 2025

Good Morning Senator Ingwersen, Representative Meyer and esteemed members of the Health and Human Services Committee, my name is Vickie Morgan, I am a resident of Norway and I am providing testimony **in support of LD 1835 “An Act to Improve Nonemergency MaineCare Transportation”**.

This legislation would create a public dashboard that would track broker performance, how many trips completed, complaints filed, and any safety concerns. This information could be used to improve the Maine's Nonemergency Medical Transportation (NEMT). This would address the lack of accountability, transparency, quality assurance that currently exists within this service. This service is crucial to many Mainers that depend on it to get their healthcare appointments.

LD 1835 would provide transparency by implementing the use of the dashboard to track the performance of the broker. It provides a procedure to issue corrective action plans to improve the system. Establishes regional advisory committees to include persons who use the service, healthcare providers, tribes and transporters to recommend improvements that are needed. It develops an ombudsman to resolve issues, protects the individual's rights and does not have any conflict of interests.

The following are just a few stories I have heard regarding failures in the NEMT System:

- A elderly women with mobility and other serious physical and mental health challenges was left stranded at her appointment for hours waiting for a return ride home. She was finally able to contact a family member and they picked her up.
- An individual depending of this service, after several repeated late arrivals and missed appointments, lost there primary care provider. It did not matter that it was a failure of the system that they depended on for transportation.
- An individual was transported to an appointment and when they were picked up for the return ride home, there were other individuals being transported as well. Instead of an hour ride home, it turned into over three hours and the driver refused to stop for a bathroom break or to pick up any food or drink.

LD 1835 will pinpoint the issues that are affecting Mainers that depend on NEMT service and to make the any changes needed. This will allow them to receive the necessary healthcare that they deserve.

In closing, I urge you to vote **ought to pass LD 1835**.

Thank you for your time and consideration.

Vickie Morgan

Norway