

May 9,2025

Good morning, Senator Ingwersen, Representative Meyer and esteemed members of the Health and Human Services Committee,

My name is Victoria McCarty, and I am a person with multiple disability issues.

I am writing today to testify in strong support of LD 1835, "An Act to Improve Nonemergency MaineCare Transportation."

MaineCare's nonemergency transportation is a lifeline for thousands of us Mainers-children, seniors, people with disabilities, and those in rural areas-who rely on these services to access medical care, behavioral health, and essential treatments. Yet, too often, the system lacks transparency, accountability, and consistent quality.

LD 1835 directly addresses these challenges by:

- Requiring the Department of Health and Human Services to maintain a public dashboard with clear, audited performance data, including trip counts, complaint rates, on-time performance, and safety incidents. This transparency will empower both the public and policymakers to monitor and improve service delivery.
- Establishing regional advisory committees that give a voice to riders, providers, and community stakeholders, ensuring local needs and experiences shape policy and oversight.
- Creating an independent ombudsman program to investigate complaints, advocate for MaineCare members, and recommend systemic improvements-providing an impartial avenue for redress and accountability.
- Mandating regular incident reporting and corrective action plans when brokers fall short, so problems are addressed quickly and publicly.

These reforms are not just bureaucratic improvements-they are essential to ensuring that every MaineCare member can get to their appointments safely, reliably, and with dignity. LD 1835 will build trust in the system, improve health outcomes, and make the best use of public resources.

I urge you to vote "Ought to Pass" on LD 1835 and help make MaineCare transportation work better for everyone who depends on it.

Thank you for your time and consideration.

Sincerely,

Victoria McCarty

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