



Testimony in Support of
LD 1835 *An Act to Improve Non Emergency MaineCare Transportation*
Joint Standing Committee on Health and Human Services
May 9, 2025

Senator Ingwersen, Representative Meyer, and esteemed members of the Health and Human Services Committee. Thank you for the opportunity to provide testimony in support of LD 1835, *An Act to Improve Non Emergency MaineCare Transportation*.

My name is Laura Cordes, and I serve as the Executive Director of the Maine Association for Community Service Providers (MACSP). MACSP represents nearly 100 agencies that provide person-centered educational, vocational, residential, and community-based supports—as well as specialized care—to children and adults with intellectual disabilities, autism, and brain injuries. These services help individuals live full, meaningful lives in their communities.

Reliable, safe, and timely transportation is critical for individuals with intellectual and developmental disabilities to access vital MaineCare-funded services including day programs, community activities, employment, and medical care. For years, MACSP members and the individuals they serve have experienced inconsistent performance and a lack of transparency within the state's non emergency transportation system. We support LD 1835 because it establishes much-needed vehicles for accountability, visibility, and community input.

Specifically, we support the bill's provisions to:

- Create a public performance dashboard that enables tracking of on-time rates, complaints, incidents, and provider compliance by region;
- Require the Department to respond to recurring performance issues through corrective action plans;
- Establish regional advisory committees that include providers, individuals who use the service, tribal representatives, behavioral health and HCBS providers, and transportation providers;
- Launch an independent ombudsman program to assist MaineCare members in navigating and resolving transportation-related issues;
- Ensure regular data reporting and analysis to help identify gaps, monitor quality, and improve system performance.

The individuals we support and the staff who support them, continue to report missed or late trips, difficulties scheduling transportation, and long call center wait times—problems that disrupt access to services and create anxiety and logistical challenges for individuals and families. This bill creates a

framework for ensuring transportation brokers and providers are held to consistent performance standards and that issues are identified and addressed proactively.

The reforms proposed in this bill are essential to ensuring the safety, dignity, and independence of the individuals we serve. We urge the Committee to vote Ought to Pass.

Thank you for your time and consideration.

Respectfully submitted,

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