



# HOUSE OF REPRESENTATIVES

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*Testimony of Representative Abigail Griffin in Support of*  
**LD 1835, "An Act to Improve Nonemergency MaineCare"**  
*Before the Joint Standing Committee on Health and Human Services*

May 9, 2025

Senator Ingwersen, Representative Meyer, and distinguished members of the Joint Standing Committee on Health and Human Services, my name is Representative Abigail Griffin and I represent House District 34, which includes Glenburn, Kenduskeag, and Levant. I am proud to serve as a cosponsor of LD 1835.

In rural communities like mine, Nonemergency MaineCare Transportation (NET) can be the deciding factor in whether someone receives care on time or at all. For older adults, people with disabilities and working families a missed ride can mean going without needed treatment or struggling to manage a chronic condition. Two in five Maine adults report transportation insecurity, and older adults in rural areas often face the greatest barriers.

One woman, whose story was gathered through the Moving Maine Network, shared that she missed several follow-up appointments after surgery because she lived alone and had no reliable way to get there. She did everything she could—called around, tried to plan ahead, but without dependable transportation, she simply couldn't make it. In rural areas like ours, where neighbors help when they can but options are limited, it matters that the systems in place are reliable and built to serve the people who need them most.

MaineCare's Nonemergency Transportation (NET) program helps make healthcare more accessible. We also hear from riders and providers that the system can be difficult to navigate, and that there is no clear way to track whether it meets expectations. LD 1835 addresses these concerns by improving how the system is monitored and how feedback is handled.

This bill creates a public performance dashboard so riders, providers, and the public can see how the program is functioning. It also establishes a statewide ombudsman to assist with complaints and ensures community input through regional advisory committees. These measures increase transparency, strengthen oversight, and help make the program more responsive to the people it serves.

When the system is accountable, everyone benefits. LD 1835 makes sure we are paying attention to performance and taking action when there are issues. For a program that plays such an important role in people's lives, these are necessary steps.

Thank you for your time and thoughtful consideration.

District 34 Glenburn, Kenduskeag & Levant