

Dorothy Treadwell
Auburn

Senator Claxton, Representative Meyer, and honorable members of the Joint Standing Committee on Health and Human Services: my name is Dorothy Treadwell, I am a resident of Auburn, and I am here today to testify in favor of LD 17.

I have relied on MaineCare transportation for many years to get to doctor appointments. Having one service for all my health needs would be awesome. Right now I have to ask my daughter to go to the store for me. Sometimes it's a week or two before she can go. If she forgets things, I might have to wait another week. Most of my prescriptions can be delivered by a local pharmacy, but my diabetes test kit comes from CVS. My daughter gets that for me, and sometimes I have to wait.

Like many people who rely on LogistiCare, I am frustrated. The entire system seems to be based on demeaning the people who rely on it. It doesn't seem to be about promoting health at all.

I have waited, and waited, for rides that never came. I've had complaints against me because drivers didn't let me know they'd arrived. I have missed appointments because they sent inaccessible vehicles. Once a driver took me home by way of Brunswick because he'd picked me up by mistake, but LogistiCare marked me as a "no-show."

Just last month I called at 4 on a Friday afternoon to schedule a ride for a Tuesday appointment. On Monday, LogistiCare called to say my ride for the next day was cancelled because I had made a "web call" to them after hours and not given two days' notice. (I have no idea how to make a web call!) This counted as a "strike" against me in their system. Because I now have three such "strikes" I am having to write a letter of appeal so that I do not lose services for three months. I do not understand why a system that is supposed to support my health is allowed to punish me by keeping me from medical care.

This is unacceptable. We need a transport system that promotes health and human dignity. I want to know that when the system isn't working for me, someone will listen to me and do something about it. LD 17 would ensure that seniors and disabled people like me are able to access what we need, when we need it. I hope you will vote to advance this bill.