

## Increasing Access While Containing Cost

### Challenge:

Albany County, New York Department for Aging (DFA) faced several challenges regarding transportation for eligible seniors. These challenges included a growing population trying to access insufficient and inefficient transportation services. The number of adults age 60 and over in Albany County accounts for 18.2% of the population and is growing quickly. Due to this trend, Senior Service Centers faced understaffing and heavy workloads. The Senior Service Providers also had difficulty becoming approved providers of Non-emergency Medical Transportation (NEMT) services, due to their status as not-for-profit agencies. In addition, timely reporting and accounting of the transportation program was often delayed, inaccurate and incomplete. Albany County sought a transportation broker to improve data collection time and accuracy, increase program access, and provide cost-efficiencies for the Department for Aging. In 2006, Albany County conducted a competitive bid process combining the Department of Social Service (DSS) NEMT program DFA services.



### Solution:

MTM had successfully served the NEMT program for DSS since 2003 and won the 2006 award of the combined contract. MTM designed a program that integrated both the NEMT and the Transportation Services for Eligible Seniors Transportation through the Department for Aging. By integrating more transportation programs, MTM could better ensure that the most cost-effective transportation program existed in Albany County.

After investigation, MTM was able to certify Senior Service Providers for age 60 and over ambulatory Medicaid transportation. MTM was then able to coordinate Department of Aging trips with Medicaid trips in order to maximize efficiency. MTM's system and expertise allowed for full integration of both programs and 100% trip reconciliation and verification to eliminate opportunities for fraud and abuse.

In order to ensure an adequate number of service providers, MTM contracted with an additional Senior Service Center, as well as charities and volunteer organizations, which are able to provide low cost transportation services.

### Results:

Prior to MTM's management of the Albany County Department for Aging transportation program, less than 1,450 individuals used transportation services annually at a cost of nearly half a million dollars. In less than two years, more individuals utilized the service for a total of 38,638 trips annually at a cost of \$373,301.00. MTM provided more trips at less cost.

Additional providers and additional Medicaid trips allowed Senior Service Centers to increase their service area at a discounted rate. Customer Surveys completed in the last half of 2007 indicate a 96% satisfaction rate with MTM's management of the program. Albany County representatives are also pleased with MTM's efficient reporting, high quality service and reduced costs.

Through MTM's innovative solutions, Albany County is now the most cutting-edge County in New York for coordination of transportation with reference to the United We Ride Executive Order.

#### **MTM, Inc.**

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