

The Department has had four (4) NEMT User Focus Groups and one (1) Transportation Provider Focus Group to Gain Direct Feedback

Dates and Locations**

August 24th -----New Haven

August 24th -----Hartford

August 25th -----Hartford*

September 9th -----Willimantic

September 22nd -----Hartford

Provider

September 20th -----Hartford

***This meeting occurred due to an error in dates, but we held it so no member would be inconvenienced.**

****There is an additional NEMT user Focus Group scheduled in October in Bridgeport.**

NEMT User Major Themes

Transportation late for pick-up to appointment

Transportation late for pick-up from appointment

Transportation not arriving at all

Problems with the “Where’s My Ride” system

Too much paperwork

Lack of professionalism of livery drivers and call center staff

NEMT Transportation Provider Major Themes

Member No-show’s

Member/Broker Communication (getting the wrong information)

Rates

Billing process