

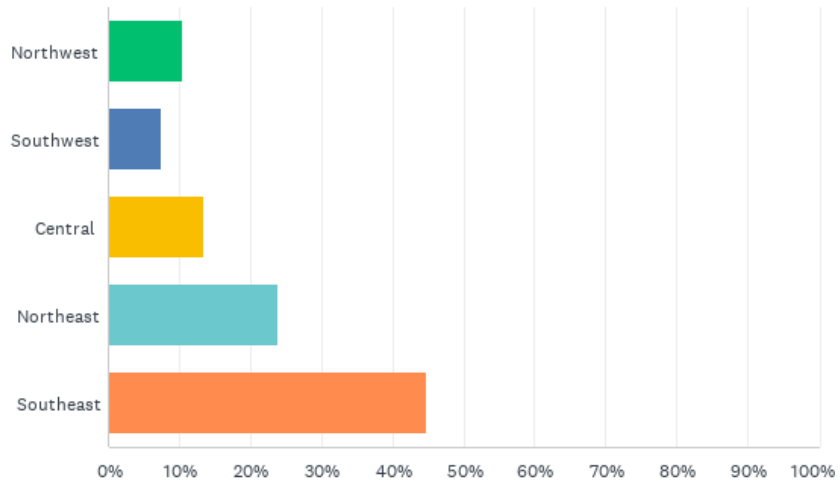
PADSA Survey Responses Regarding Transportation Services in Pennsylvania

December 2021



DEMOGRAPHIC DATA ABOUT THE STATE OF ADS IN PENNSYLVANIA:

- 95% of responding centers have re-opened.
- Survey Represents 2,574 Service Recipients of Adult Day Services.
- Total licensed capacity of ADS Centers in PA: 16,885 (according to PDA Licensing Division)
 - Total Enrollment 9,455
 - 2,519 (26.6%) of enrolled participants are in CHC



SURVEY RESPONSES BY REGION

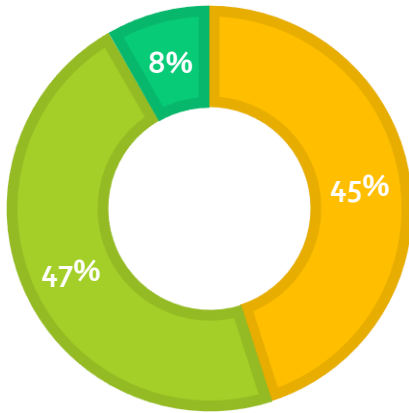
44.6% of respondents reported that they are missing 1-4 participants a day due to transportation issues.

53% of respondents report that they have individuals who are unable to start Adult Day Services due to transportation issues.

TRANSPORTATION
IS A MAJOR BARRIER
TO ACCESS OF ADS

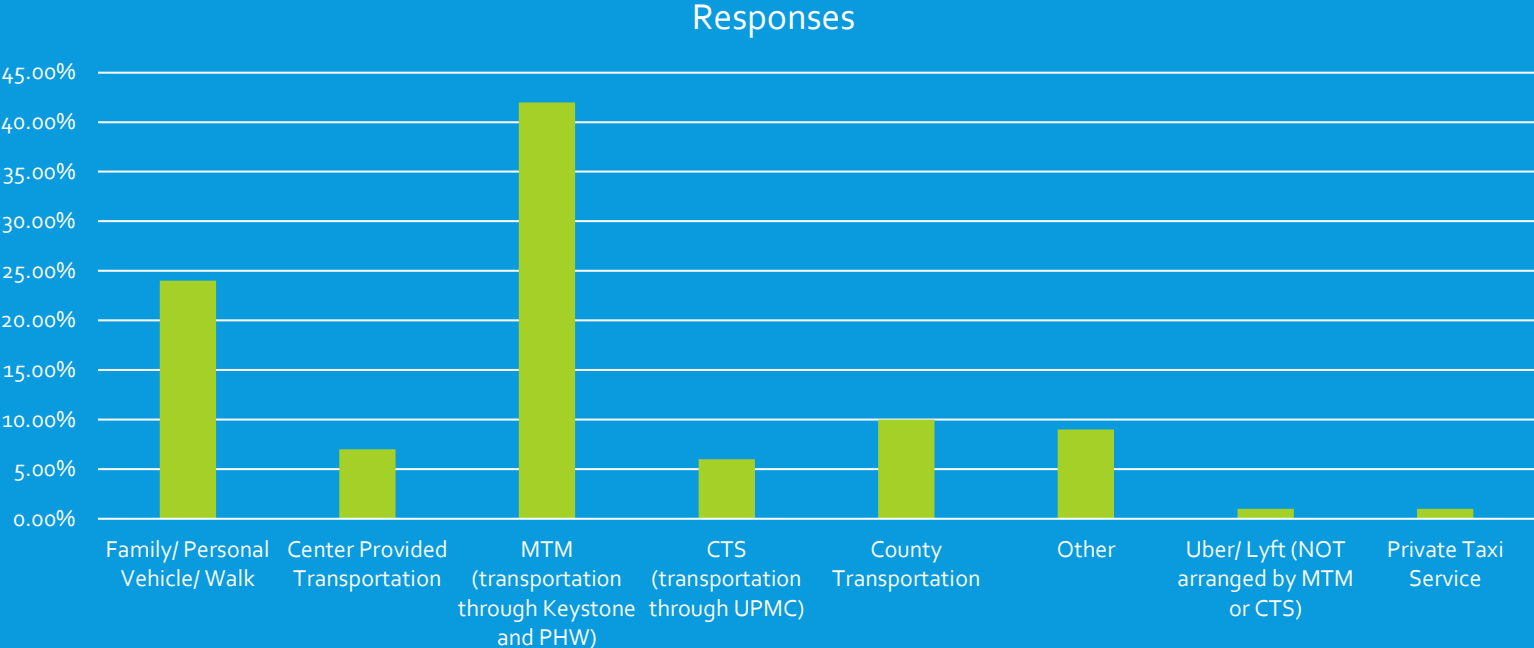
RESPONSES

- Obtaining Authorization is Very Difficult
- Obtaining Authorizations is Somewhat Difficult
- Obtaining Authorization is Not Difficult

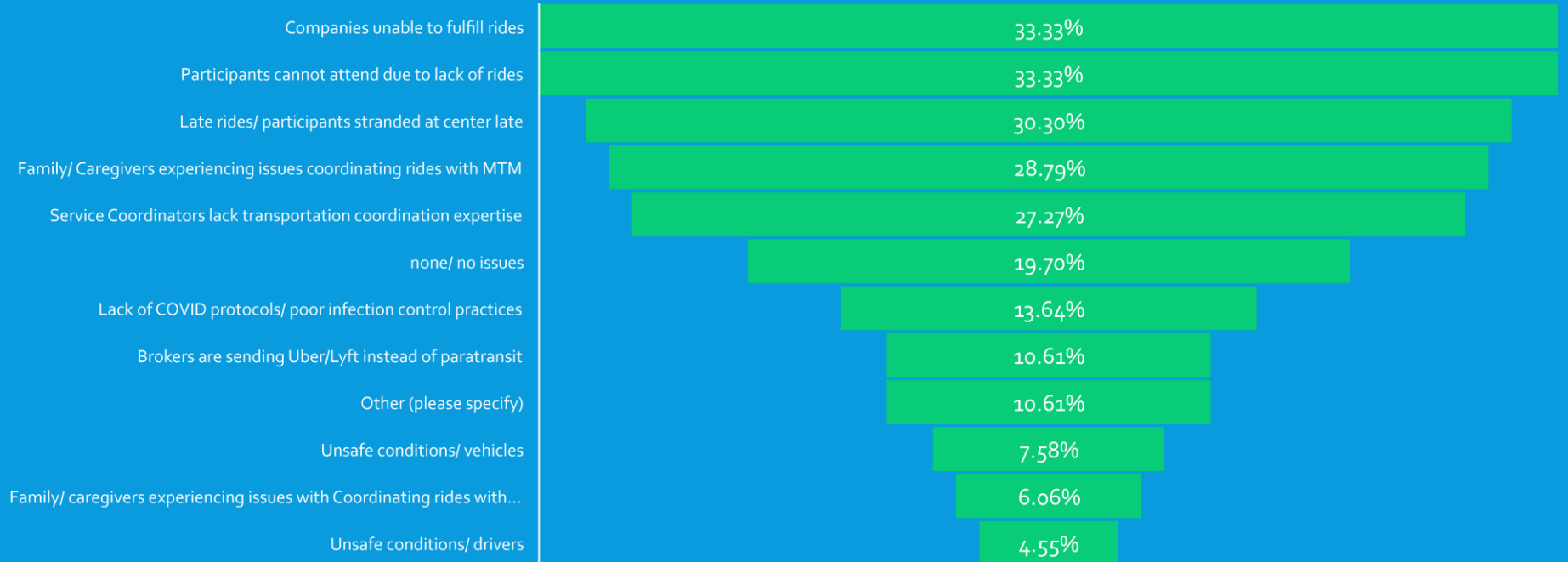


OBTAINING AUTHORIZATIONS
FOR SERVICES (INCLUDING
TRANSPORTATION) IS A
MAJOR BARRIER TO ACCESS
OF ADS

MAJORITY OF TRANSPORTATION PROVIDED TO ADS IS ARRANGED THROUGH MTM



TOP ISSUES ADS PROVIDERS REPORT EXPERIENCING WITH TRANSPORTATION SERVICES:



TRANSPORTATION NETWORK ADEQUACY



Only 23
transportation
companies were
named in the survey
as fulfilling CHC rides
across Pennsylvania

IN YOUR EXPERIENCE IS MTM
OR CTS USING LYFT/UBER TO
FULFILL RIDES?

11% Respondents
reported that CTS is
using Lyft/Uber to
fulfill rides

33.3% of
Respondents
reported that MTM
is user Lyft/Uber to
fulfill rides

DIRECT COMMENTS CAPTURED IN SURVEY:

County Transportation

- “CCT cancelling rides, or Members being picked up late due to not having enough drivers”
- “Members are waiting for transportation well beyond the window provided by scheduling. LCTA has brought members outside of business operation. Calls are placed to scheduling. Scheduling suggest making formal complaints. Member’s sharing the same home with the same schedule are on separate van pick up lists.”
- “Transportation provider unable to fulfill ride and family needing to be contacted to make alternate arrangements”
- “Our transportation issues are with our county provider and them not having sufficient staffing causing long trips (2-3hrs) for our clients riding the bus to attend the center”

CHC Broker Arranged Transportation

- “When trying to set up rides with MTM they say that everything is put in place, but when it comes to actually picking up our consumers they never come and when you call nobody has an answer as to why”
- “Communication problem between client and MTM. The client often does not know who their transportation provider is”
- “Rides are picked up by MTM transportation and then day of they don't show up. Sending Lyft/Uber without member/family's knowledge causing fear. Members rides are continuously late or members are on bus for an extended period of time. Member's do not have not started do to lack of transportation entirely.”
- “We are in located remote area of PA. I have only attempted to use CTS to pay for 1 client to get to/from the center since reopening, and it was difficult, but was able to get it straightened out. Many phone calls with SC, family member, and ATA. ATA advocated for this individual as much as I did and transportation finally came through for her”
- “I'm unable to get rides scheduled for 2 participants due to lack of transportation authorizations with MTM. SCs are not aware of the process. There is a huge disconnect between MTM and Keystone SCs. Nobody can provide any answers”
- “When the client went with CHC the service coordinators are not setting up transportation with MTM. Then when MTMT is finally contacted-they are hard to get a hold of. They are not getting these people transportation for a couple days after they have switched to CHC. This then makes the people have to miss their services for days till transportation is finally provided”

RECOMMENDATIONS FROM ADS INDUSTRY

- Address Transportation Network adequacy issues
- Authorizations for recurring rides to ADS needs to be a top priority.
- Brokers and MCOS need to figure out how to prevent gaps in service with minimal changes in transportation providers
- Allow ADS Providers who have the resources to be reimbursed for transportation services
- Defer Rate reductions with providers
- MCOs need to address quality of services being provided by brokers
- MCOs need to address quality of communication with service recipients
- Create centralized transportation resources to report and resolve issues specifically for ADS