



# 2023 NW Rides

## NEMT Program Evaluation Findings

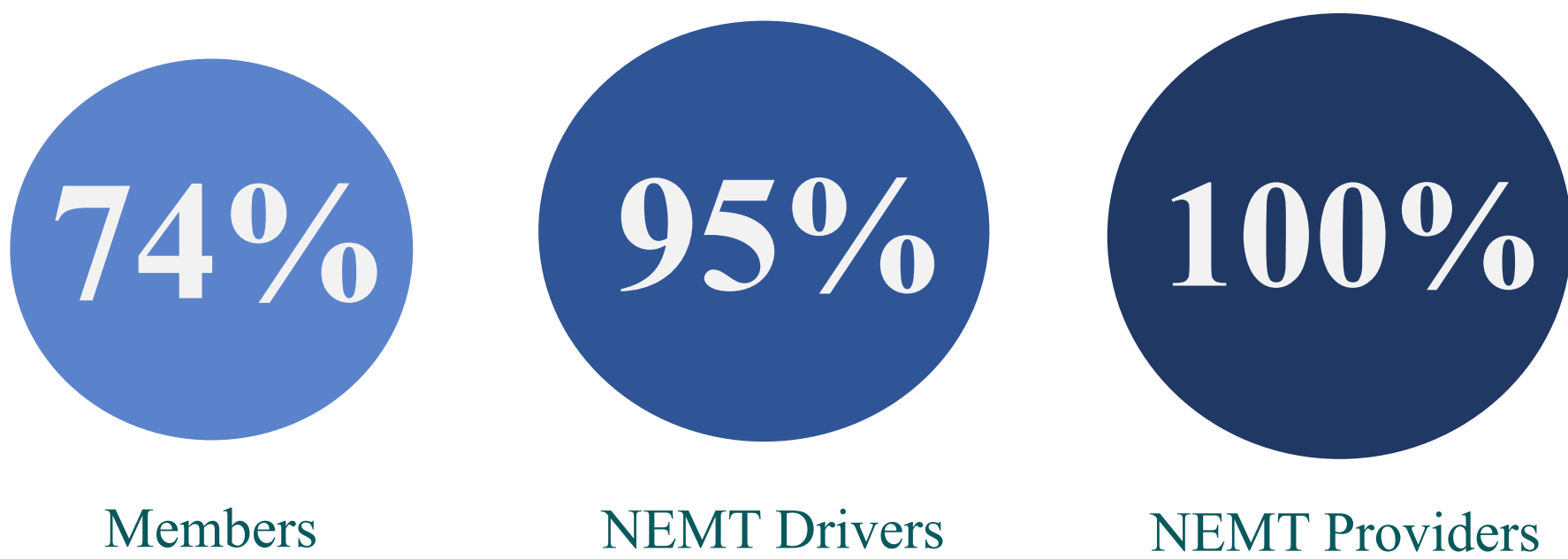
CareOregon, in partnership with NW Rides, evaluated the NEMT program. NW Rides is the agency administering the Non-Emergency Medical Transportation benefit for Columbia Pacific Medicaid members.

The evaluation and survey included the following stakeholders: members, NEMT drivers, and NEMT providers. NEMT providers hire and manage NEMT drivers. Stakeholders incorporated members who utilized the NEMT services at least five times in the first quarter, drivers who were active at the time of the survey, and providers under contract at the time of the survey. All stakeholders were also ultimately invited to a focus group.

The evaluation sought to answer five questions. The evaluation questions and key findings from the evaluation are included in this snapshot report. Findings from the evaluations will be used to make improvements to the NEMT program.

### 1) How satisfied are stakeholders with the NEMT program?

Percentages are a combination of experiences rated as "went well" or "mostly well".



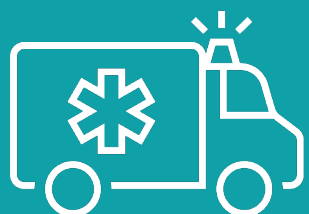
### 2) Who are the participants of the NEMT program evaluation?



**580**  
Members received the survey via mail

**16.9%**  
Participation rate  
*Increase of 7.6% from previous year*

**0**  
Members participated in the focus group



**173**  
NEMT drivers received the survey link via email

**12.1%**  
Participation rate  
*Increase of 5.6% from previous year*

**0**  
NEMT drivers participated in the focus group

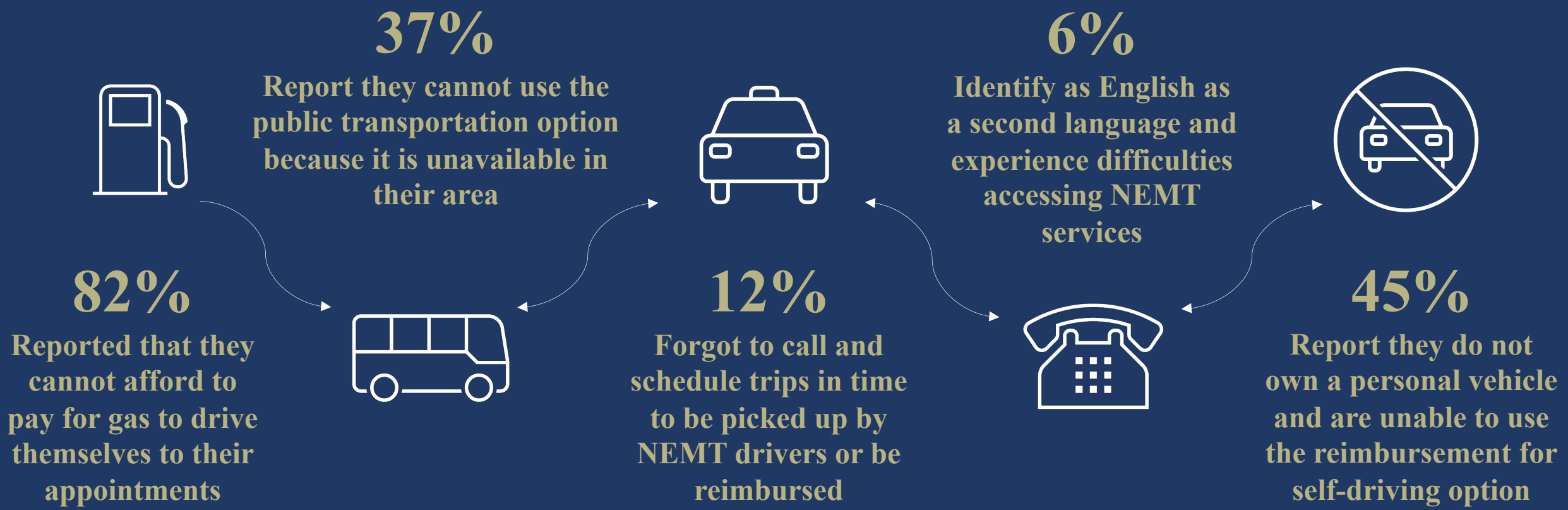


**11**  
NEMT providers received the survey link via email

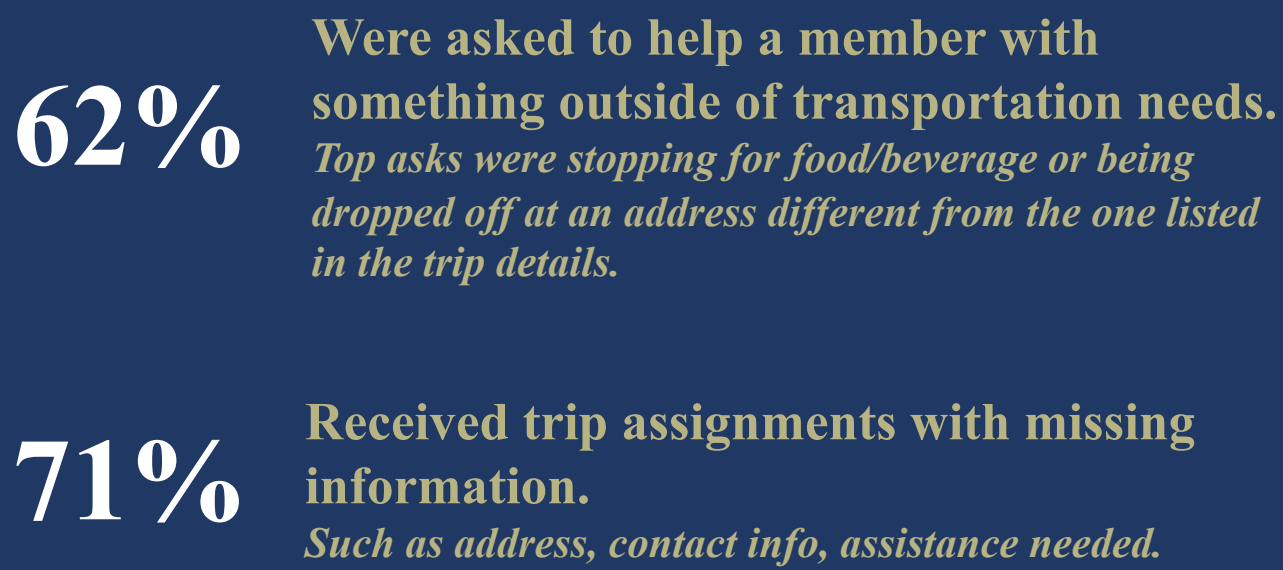
**54.5%**  
Participation rate  
*Decrease of 4.6% from previous year*

**0**  
NEMT providers participated in the focus group

### 3) What barriers do members experience with the NEMT program?



#### NEMT drivers:



#### NEMT providers:

**1 in 3:**

Did not see an increase in opportunities to engage and interact with other providers or the brokerage.

### 4) What is the stakeholders' experience in providing feedback, or engaging with us, about the NEMT program?

Members had positive and negative experiences but did not share feedback with us:



➔ We found out that members had more positive than negative experiences with the NEMT program, but more grievances are reported than positive experiences. **Top reason members may not have shared feedback is because they did not know who to call.**



#### NEMT providers

Want more in-person meetings and an option to submit feedback online.



#### NEMT drivers

71% of drivers would prefer to share feedback via surveys.

#### Feedback from members:

*"I very much appreciate this program. It's made it possible to get to very important and needed appointments."*

*"All of the representatives I dealt with are so kind and helpful. I love this service and am so thankful for this mileage reimbursement that I receive...This service is much appreciated. Thank you!"*

## 5) What is the awareness and understanding of the NEMT program?

### Members want to learn more about (top 3):

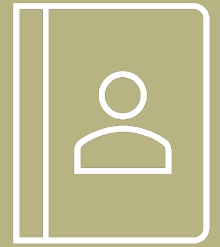
1. Type of trips covered by NEMT
2. Scheduling trips with NEMT drivers
3. Levels of assistance NEMT drivers can provide

### Members learn best

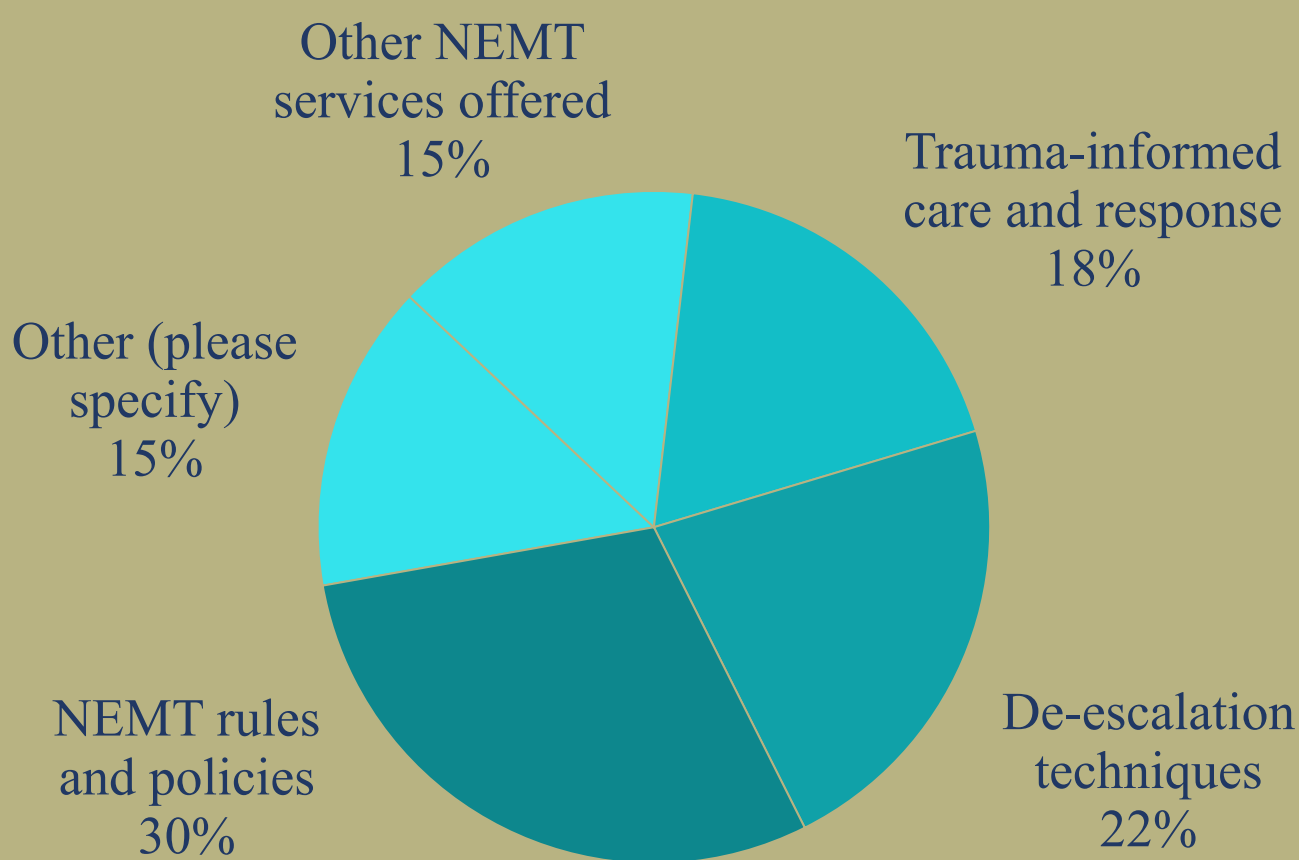


By talking to a call center representative.

Or by reading the rider's guide.



### Drivers want to learn more about:

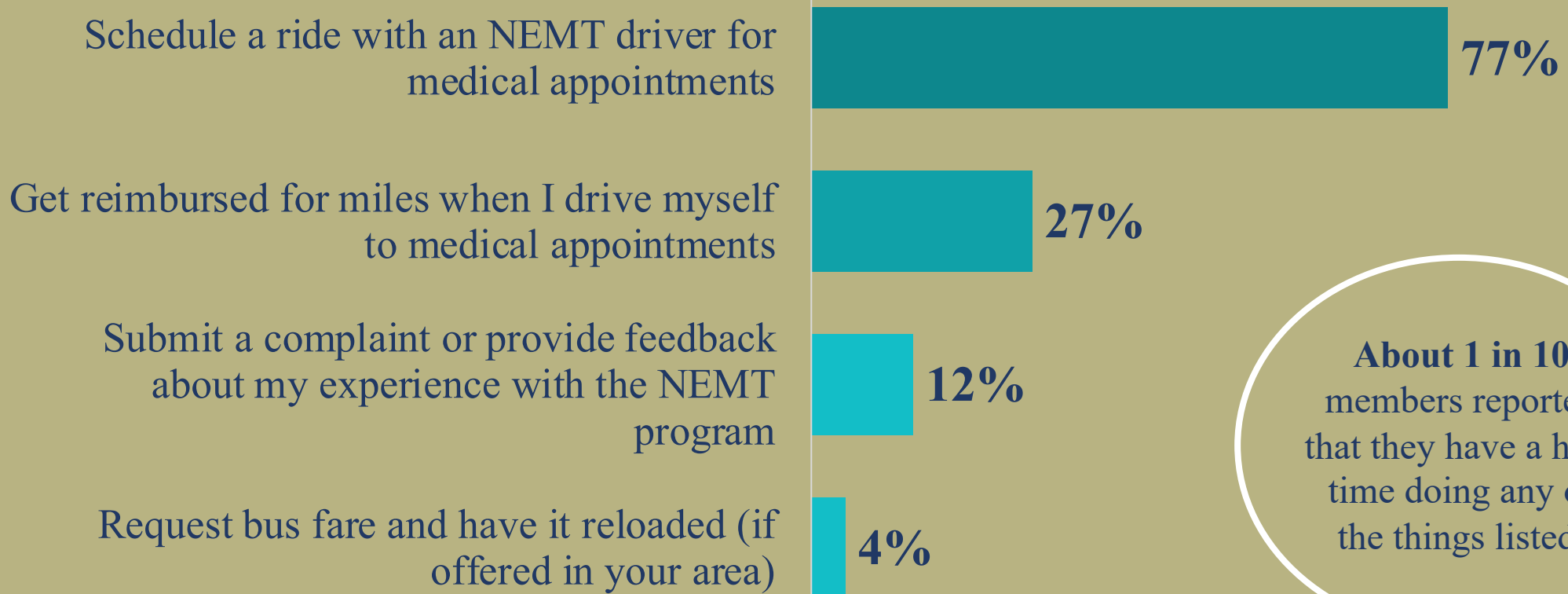


*NEMT drivers have reported experiencing unsafe behaviors from members and their caregivers.*

#### 'Other' examples:

- How members qualify for the program and services
- What to do when members are late for pick up

### Members know how to:



**About 1 in 10** members reported that they have a hard time doing any of the things listed.



**80% of members refer to the NEMT program as 'NW Rides'.**  
Only 10% refer to it as NEMT