

MCO NMDOH Learning Collaborative May 30, 2025 Webinar

The MCO NMDOH Learning Collaborative is a collaboration between the Episcopal Health Foundation (EHF), Michael and Susan Dell Foundation, the Texas Association of Health Plans, Texas Association of Community Health Plans and the Health and Human Services Commission and is currently in its sixth year.

On May 30, 2025, the Learning Collaborative hosted a webinar focused on a recent report [*Texas' Non-Emergency Medical Transportation \(NEMT\): Utilization and Barrier to Use*](#) and Molina's Mobile Integrated Health (MIH) Community Paramedicine Program Overview.

NEMT: The Episcopal Health Foundation commissioned this report after discussions with Scott Ghan, previously with Access2Care and now with [Alivi Health](#), brought forward the idea that it would be beneficial to do a deep dive into the NEMT utilization and explore opportunities to improve the program. Over the past several years the Learning Collaborative have discussed concerns with lack of utilization, provider and Member knowledge and Member satisfaction with the NEMT program.

The study included an analysis of NEMT trip data provided by MTM/Access2Care that included all trips between June 2021 – May 2024 and information collected through interviews and focus groups with 76 NEMT stakeholders.

- From June 2021 - May 2024, MTM/A2C provided benefits to over 65,000 beneficiaries who completed over 2.7m NEMT trips in that time period.
- The overall NEMT utilization rate in Texas in FY23 was 23.1 per 1,000 members enrolled. Comparison of the utilization rate by Medicaid plan makes clear the higher level of utilization by STAR+PLUS members.
- The most common level of service for completed trips is van/sedan, though the level of service can vary between urban and rural communities.
- The majority (56%) of MTM/A2C's NEMT rides were used to get to dialysis and other specialty care appointments.

Major barriers identified in the report and discussed during the webinar include:

- Limited awareness among beneficiaries
- Alternatives to NEMT transportation supports
- Beneficiaries' hesitancy to use the NEMT system
- Beneficiaries' experience with drivers

Opportunities to increase utilization discussed during the webinar include:

- Diversify strategies to raise awareness
- Partner with healthcare providers to increase NEMT utilization
- Explore ways to make enrollment and scheduling easier
- Encourage brokers to continue to expand network capacity

Following the presentation several industry leaders provided their experience and thoughts on the recent report. Speakers include:

- Shelley Pane, Texas Program Director, MTM
- Angie Hochhalter, Director of Community and Population Health at Aetna
- Josh Fernelius, Director, Population Health, Community Health Choice
- Scott Ghan, Vice President of Business Development, Alivi Health

One issue that was discussed was that it can be hard to navigate a health plan and the brokers and if we could develop a resource that lists all the information about NEMT and contact numbers in one place it may make it easier for providers and Members. We decided to use the Learning Collaborative to pull together this resource and think through the best place to house it.

Community Paramedicine: Molina's CMO Dr. David Valdez provided an overview of their program. The purpose of this program is to reduce the ED overutilization, prevent unnecessary hospitalization, and address any social determinants of health barriers to reduce costs and improve quality of life. The partnership with local paramedic teams provides face to face visits and assist the most high-risk members by helping them identify barriers to care, develop interventions to resolve those barriers, with the goal of improving health and decreasing high utilization.

Results from 2024-2025 data shows a net savings of \$954,801. The total number of individuals that graduated from the program is 736. Common diagnosis includes:

- Behavioral Health
- Diabetes
- Hypertension
- Obesity
- CHF
- COPD
- Substance Abuse
- Prescription Needs
- Physician Needs
- SDOH Needs
- Safety Concerns

Common interventions include:

- Locate PCP
- Organize Medication
- Assist in Making Appointments
- Remove Safety Hazards
- Facilitate Transportation
- Specialty Referral
- Home Health and Physical Therapy
- DME

- Education on Coverage and Benefits

Overall the program has provided a new way to engage the highest risk members and help ensure they are getting the support and services they need. See slides and presentation for more details.

The Learning Collaborative will meet again in June or July and will focus on Factor Health food programs and a discussion on NMDOH in-lieu of services. The Texas Legislature passed HB 26 which will allow for food nutrition and counseling as an ILOS and allow for a medically tailored meal ILOS pilot for pregnant women.