



**FACT**™

**Facilitating Access to Coordinated Transportation**

**Keeping pace with dialysis transportation  
needs in San Diego**

**FACT**

**Role**

**One stop shop  
for transportation  
assistance  
in San Diego County**



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## Services

- **Rides**
- **Free referrals to all transportation services**

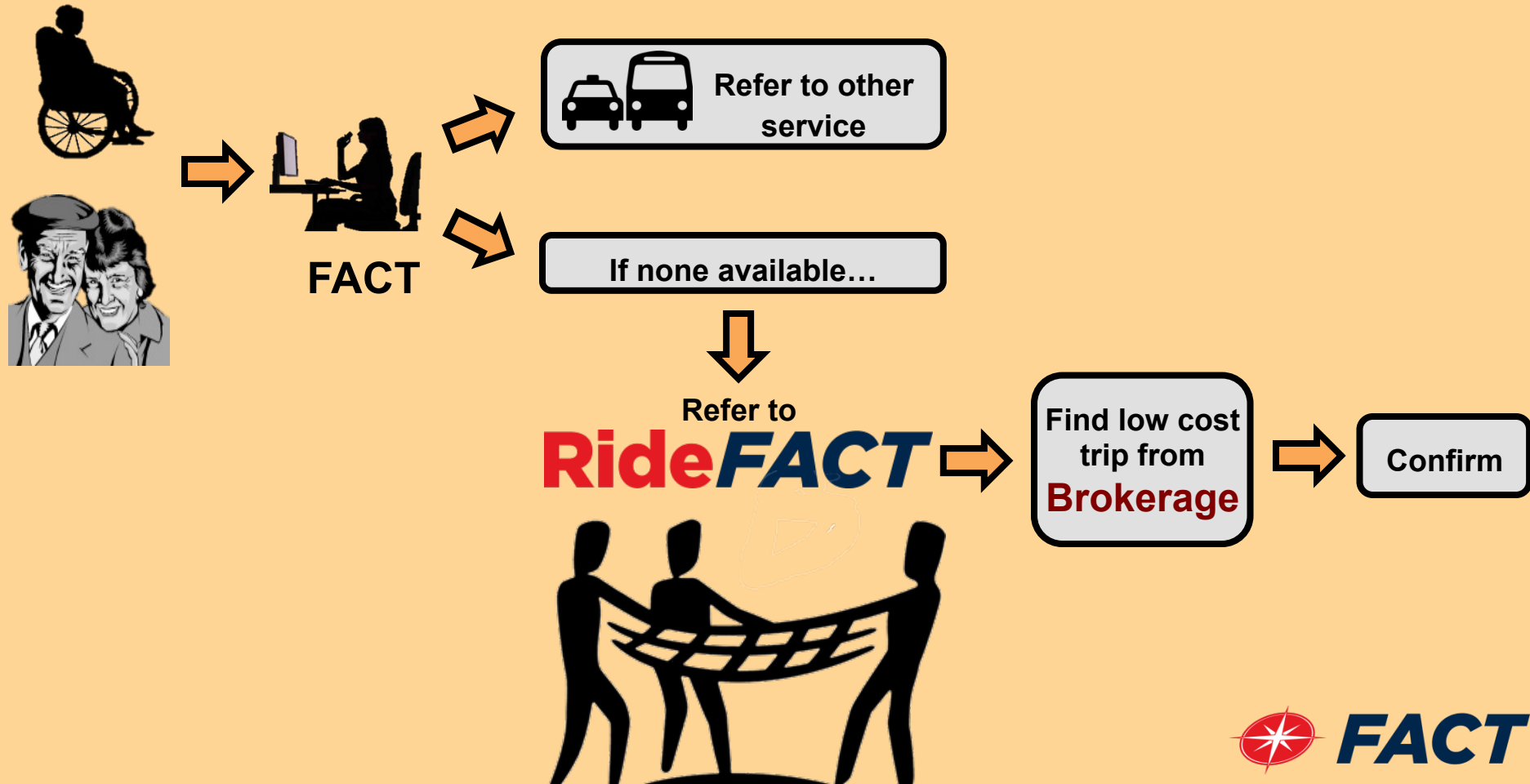
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## Service policy

- RideFACT min. fare \$2.50
- Age based eligibility (60)
- Service area all SD County
- Next day service
- 7 days, 7am-8pm

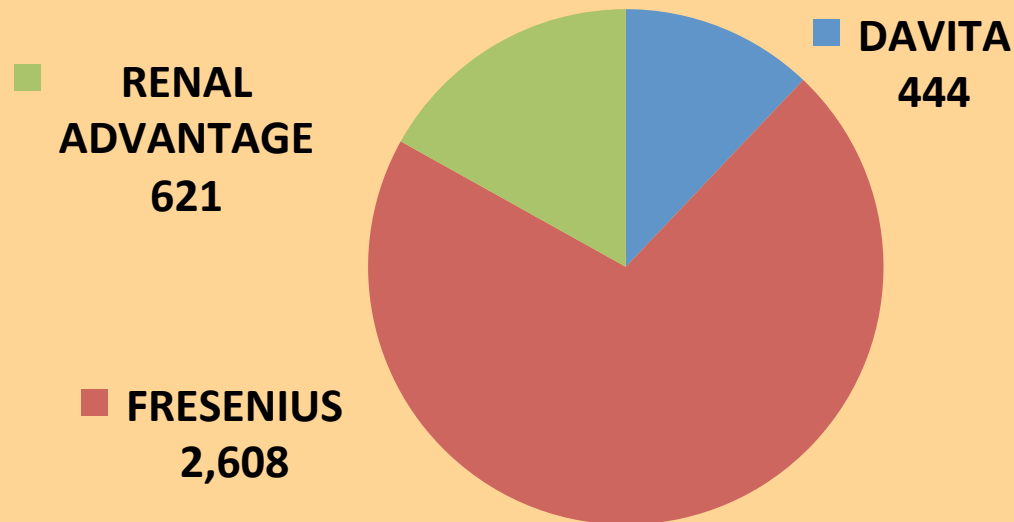
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## Service Model



# Dialysis trips provided by FACT

JAN - DEC 2013  
3,673



# Dialysis trips provided by FACT

- 22% of all FACT trips
- Fastest growing need
- 3-5 times a week
- 3 primary providers
- Approx 20 (!) riders

# Dialysis Transportation issues

- Long distances
- Limited choice of providers
- Inflexible schedules
- Recurring, long term trips
- Frail and elderly riders; low income
- Treatments during extended hours
- Trips not suited for mass transit
- Cost prohibitive unless subsidized transportation is available



# Transportation options in San Diego not dialysis “friendly”

- Mass transit limited
- 2 ADA paratransit services, with X-fers
- Volunteer driver / social services
- Private services
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## Demand management options

- Cost sharing by dialysis providers
- Promote shorter trips and regular service hours
- Cap trips
- Work with State HHSA for Medicaid reimbursements
- Look for new solutions, options ?

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## Dialysis Providers

- Fresenius, Renal Advantage, Davita
- National corporations
- Do not offer transportation
- No local presence except medical operations
- No interest in cost sharing
- Heavily promote local transportation options to clients

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## Recommendations for follow-up

- Local resolution appears unlikely
- Industry level dialogue/policy?
- HHSA involvement?
- Can Medicare and Medicaid assume transportation expenses
- Are home based and other solutions emerging?

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**Thank you!**

