



MTA Flint Your Ride Plus

An innovative, personalized approach
to providing **non-emergency
medical transportation** through
utilization of public transit and
mobility management

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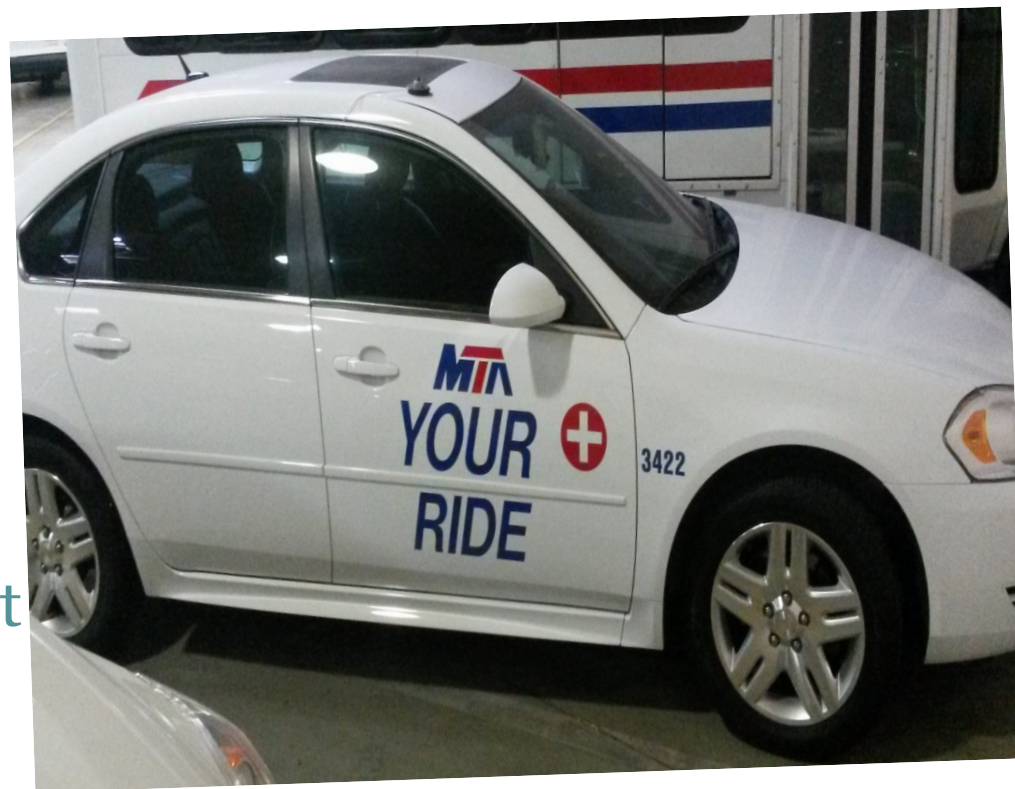
The Challenge

- Approximately 3.6 million Americans miss or delay medical care due to transportation issues.
- 90% of Medicaid-funded behavioral health consumers in Flint do not have access to a car.
- Reliable transportation to medical appointments is critical to improved health outcomes and reduced health disparities.
- Lead issues in Flint are going to require extensive behavioral health interventions in children.
Transportation could become a major barrier to treatment.

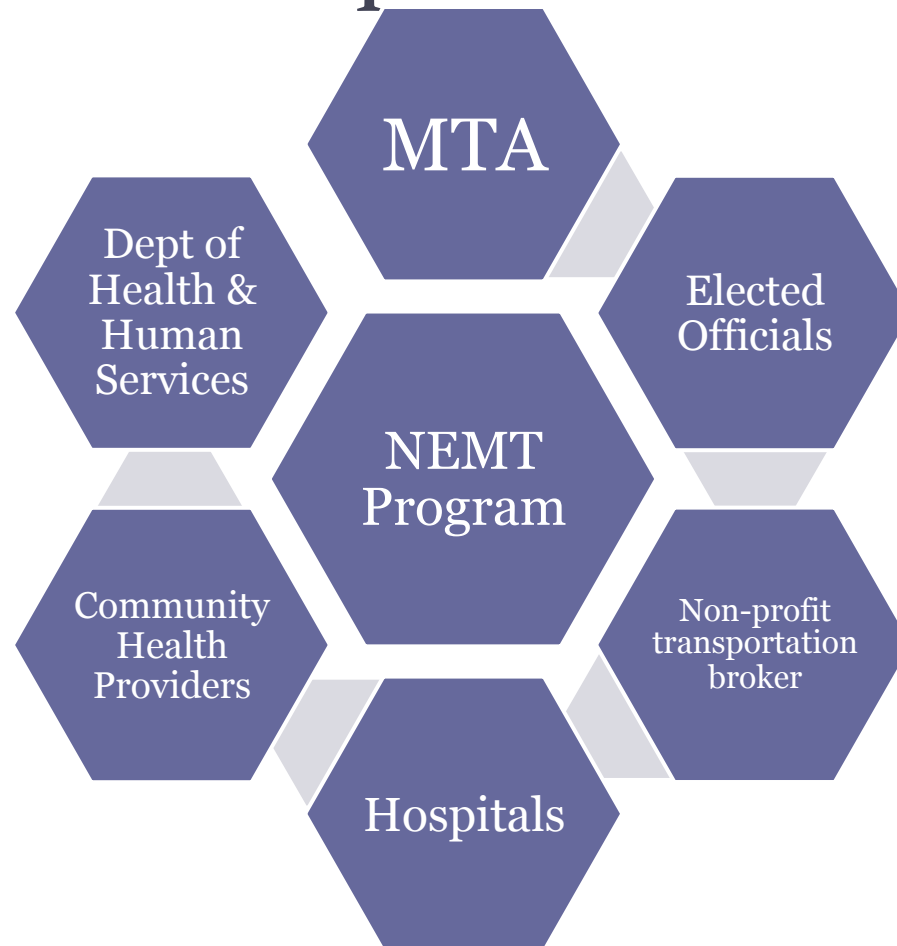
How do we begin to tackle the issue?

MTA is utilizing FTA's Rides to Wellness three-pronged strategy as it develops its NEMT program:

- Build Partnerships
- Stimulate Investment
- Drive Change



Build Partnerships



Healthcare without Barriers

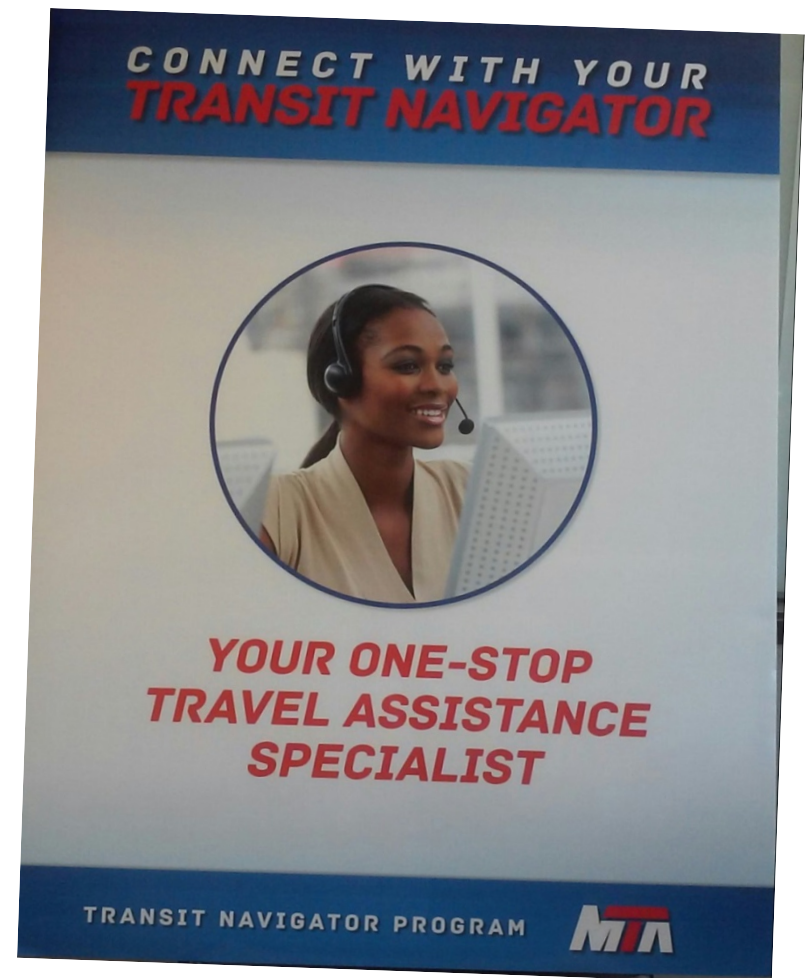
NEMT Solution – Your Ride Plus

MTA has created a mobility management and NEMT program called YourRide Plus that will include:

- Dedicated staff to coordinate medical-related transportation
- Person-centered trip planning
- Travel training
- IT applications to improve customer's experience for scheduling and trip arrival notifications
- Coordination with a non-profit transportation broker and medical providers
- Door-through-door service for customers needing special care

Your Ride Plus

- Behavioral health consumers may experience severe anxiety and depression regarding transportation needs.
- Personalized trip planning, travel training, and improved communication through a variety of avenues can help consumers have a more pleasant and stress-free transportation experience.



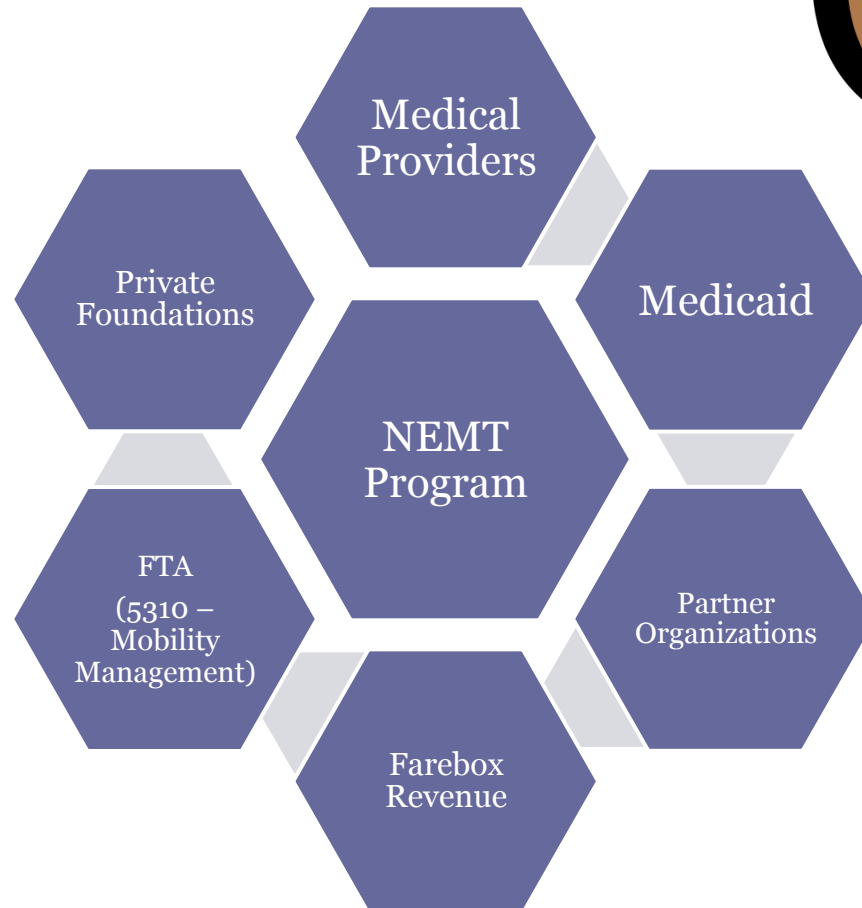
Your Ride Plus



- Some behavioral health consumers may be able to use the fixed route system, but many need the higher level of care that includes door-through-door service and a bus attendant.
- MTA developed Your Ride Plus to provide this level of specialized level of service for behavioral health consumers and others.
- Medical providers are willing to pay for this service to ensure their patients are transported safely and reliably.

YOUR RIDE 

Funding Streams



Successful Your Ride Plus Partnerships

- **Genesee Health System (GHS)**
 - Genesee County's community mental health provider for Medicaid and Uninsured residents
 - Serves over 30,000 consumers annually; approximately 90% rely on public transit
 - MTA was able to enter into an agreement with a non-profit transportation broker, Michigan Transit Connection (MTC), to provide Your Ride Plus services for GHS clients who need door-through-door service. It is estimated MTA will provide 1,500 to 2,000 rides in the first year and will continue to grow.

Moving Forward

1-2 Years

- MTA has created a successful pilot program, but the need for transportation will continue to grow.
- 7-10 vehicles
- One mobility manager
- Three to five contracts with medical providers and/or organizations
- \$200,000/year

3-5 Years

- 50-70 vehicles
- Six mobility managers
- Direct contracts with medical providers and hospitals
- Medicaid reimbursement contracts
- A coordinated, seamless medical transportation system
- \$1,000,000/year +



Why Public Transportation?

- Community surveys consistently place transportation needs in the top five priorities
- When transportation systems in our service areas fail, transit is often held responsible
- We can stand on the sidelines or step up to the challenge and offer public transportation options for NEMT in a cost-effective way. Embrace the opportunities!