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Health and Human
Services

Non-emergency Medical Transportation (NEMT) Survey Results SFY2022

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Introduction



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- NEMT Overview
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- Unmet Transportation Needs Survey results
- STAR Kids Transportation CAHPS Survey trends

NEMT Overview



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NEMT Data Points	Description
NEMT Experience Study	To describe the experience of Medicaid managed care Members, medical providers, and transportation providers that provided services to Medicaid managed care Members after the June transition ¹ .
Unmet Transportation Need Survey	To assess Texas Medicaid Members' experience with difficulty obtaining transportation to the doctor, dentist, or drug store. Unlike the NEMT Member Experience Study, the NEMT Unmet Need study focuses on Texas Medicaid Members eligible for NEMT services but who did not utilize them.
Biennial Member CAHPS Survey	To gather information from members and caregivers of Medicaid beneficiaries about their health care experiences. This includes three questions related to transportation.

NEMT Experience Survey Results

Results provided are for members or caregivers of children in Medicaid who utilized NEMT services.

Topic:	Survey Question:	Adult Members:	Caregivers of Children:
Overall Satisfaction (Satisfied or Very Satisfied)	Overall, how satisfied were you on average with all the non-emergency medical transportation services you (or your child) received from Medicaid in the past 12 months?	86.30%	84.60%
Access to Transportation (Easy or Very Easy)	In the past 12 months, how difficult was it for you to find transportation to the doctor or dentist (for your child)?	76.60%	77.60%
Transportation Need (Usually or Always)	In the past 12 months, how often have you (or your child) missed a medical or dental appointment because of a lack of transportation?	10.70%	5.40%



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Unmet Transportation Needs Survey Results¹

Results provided are for members or caregivers of children in Medicaid who were eligible for but **did not** utilize NEMT services.

Topic:	Survey Question:	Adults Members:	Caregivers of Children:
Unmet Medical Transportation Needs (Difficult or Very Difficult)	How easy or difficult is it for you to find transportation (for your child) to the doctor or dentist?	14.10%	11.30%
Awareness of NEMT Services (No)	Did you know that Medicaid offers services to help you (or your child) get to your medical and dental appointments?	31.40%	29.90%
Transportation Barriers (It's difficult to find a ride that meets my schedule)	What is the most difficult part of getting transportation to non-emergency medical or dental appointments for you (or your child)?	9.20%	4.5%

1. Rider 12(a) of the Texas General Appropriations Act (Article II, HHSC 86th Legislature, Regular Session, 2019) requires HHSC to use Medicaid member surveys to determine unmet transportation needs and notify the Legislative Budget Board and relevant standing committees of the Legislature within 90 days of completing survey data collection if unmet transportation needs exceed 16 percent of total Medicaid members.



STAR Kids Transportation CAHPS Survey trends

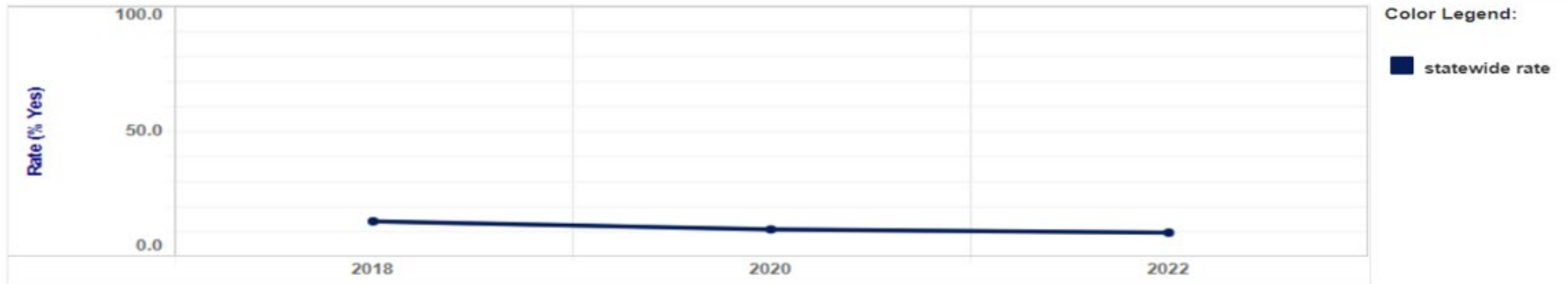


Experience of Care - STAR Kids Caregiver Survey

ALL Quota in Statewide

Need for assistance with transportation

Some health plans help with transportation for your child to get to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, did you phone your child's health plan



Statewide

Member Rating	2018	2020	2022
Yes	13.9	10.7	9.4
No	86.1	89.3	90.6

STAR Kids Transportation CAHPS Survey trends

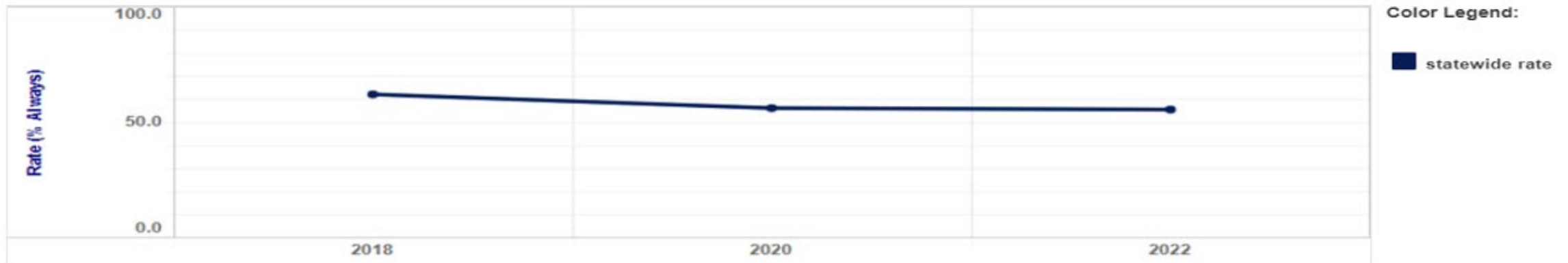


Experience of Care - STAR Kids Caregiver Survey

ALL Quota in Statewide

Got help with transportation from health plan

In the last 6 months, when you phoned your child's health plan to get help with transportation, how often did you get it?



Statewide

Member Rating	2018	2020	2022
Always	61.9	56.0	55.3
Never	13.0	17.2	15.9
Sometimes	11.7	16.1	17.4
Usually	13.4	10.8	11.3
Always	61.9	56.0	55.3

STAR Kids Transportation CAHPS Survey trends

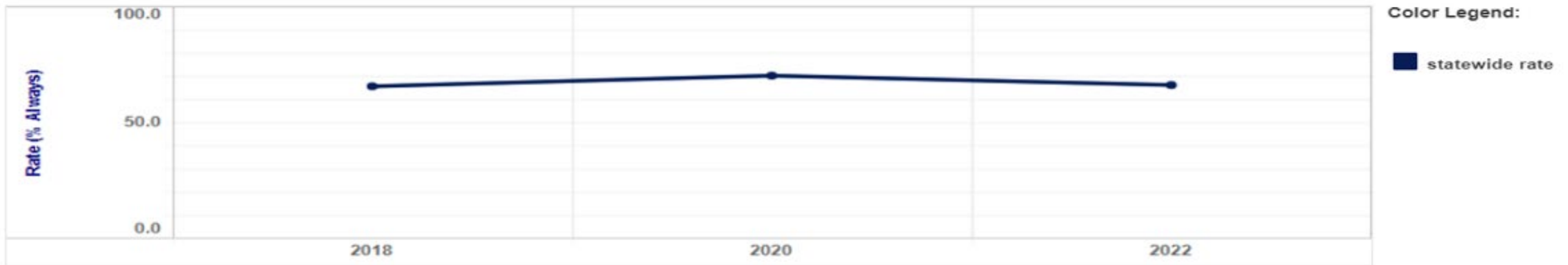


Experience of Care - STAR Kids Caregiver Survey

ALL Quota in Statewide

Help with transportation from health plan met needs

In the last 6 months, how often did the help with transportation for your child meet your needs?



Statewide

Member Rating	2018	2020	2022
Always	65.5	70.1	66.0
Usually	17.5	10.1	11.5
Sometimes	14.8	17.2	20.5
Never	2.2	2.7	1.9
Always	65.5	70.1	66.0



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Thank you

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