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Office of the Auditor General

Report Summary

Performance Audit

Medicaid Non-Emergency Medical Transportation (NEMT) Services

Michigan Department of Health and Human Services (MDHHS)

Report Number:
391-0715-20

Released:
March 2022

Title XIX of the Social Security Act requires MDHHS to ensure necessary transportation is provided for Medicaid beneficiaries to and from covered services (including medical, dental, vision, mental health, and substance abuse appointments). MDHHS coordinates this transportation for eligible beneficiaries through a contracted transportation broker (ModivCare Solutions), contracted Medicaid Health Plans, and its local offices. NEMT expenditures totaled \$128.1 million (\$45.4 million General Fund/general purpose) from January 2018 through December 2019.

Audit Objective			Conclusion
Objective: To assess the effectiveness of MDHHS's efforts to administer select NEMT services.			Not effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDHHS did not ensure NEMT drivers possessed a valid driver's license, vehicle registration, and insurance or were subjected to criminal history background and sex offender registry checks (Finding 1).	X		Agrees
We identified several deficiencies in MDHHS's oversight of its contracted transportation broker, including not validating whether reported data was accurate; the lack of accountability for missed performance measures; not ensuring beneficiary complaints were addressed; and not analyzing the contract's cost-effectiveness (Finding 2).	X		Agrees
MDHHS did not ensure its primary NEMT coordinators maintained trip logs and medical needs forms and/or verified trips related to Medicaid covered services (Finding 3).		X	Agrees

Findings Related to This Audit Objective (Continued)	Material Condition	Reportable Condition	Agency Preliminary Response
MDHHS could not ensure its local offices provided fee-for-service Medicaid beneficiaries residing outside Macomb, Oakland, and Wayne Counties with satisfactory access to NEMT services (<u>Finding 4</u>).		X	Disagrees

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