***COMMONWEALTH OF MASSACHUSETTS***

***EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES***

***ONE ASHBURTON PLACE, 11TH FLOOR***

***BOSTON, MA 02108***

**REQUEST FOR INFORMATION**

**REGARDING**

**CONSUMER EXPERIENCE, INTEGRATION OF**

**ADDITIONAL SERVICE LEVELS AND**

**INCLUSION OF RIDE HAIL SERVICES IN THE FUTURE**

**PROVISION OF HUMAN SERVICE TRANSPORTATION**

**Document #: 19CBEHSHSTRFI2**

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# OVERVIEW

## Introduction and Purpose

The Human Service Transportation (HST) Office within the Executive Office of Health and Human Services (EOHHS) oversees a large statewide brokerage system of coordinated transportation services for over 50,000 EOHHS agency consumers within Massachusetts (the “HST Brokerage System”). In 2008, pursuant to a public procurement, EOHHS entered into contracts with certain Regional Transit Authorities (RTAs) to provide transportation broker services for the HST Brokerage System. The RTAs fulfill authorized transportation requests and subcontract with local transportation vendors to provide over 8 million trips each year. The current contracts between EOHHS and the RTAs expire in 2020. More information about the EOHHS HST Office and its managed transportation can be found at: www.mass.gov/orgs/human-service-transportation-office.

The purpose of this Request for Information (RFI) is to elicit input from RTAs, transportation brokers, transportation network companies, transportation providers, consumers, member advocates and other interested parties on advancing the use of technologies in the HST Brokerage System, improving consumer experiences, providing tiered levels of assistance, and managing a sustainable transportation service.

## Agency

EOHHS is the largest secretariat in state government and is comprised of 12 agencies, in addition to two soldiers’ homes and the MassHealth program. EOHHS services directly touch the lives of more than one in four residents of the Commonwealth, including some of the most vulnerable children, youth, adults, and elders.

The EOHHS HST Office was established to coordinate the transportation needs of EOHHS agencies and programs. The EOHHS HST Office currently manages transportation services through the HST Brokerage System for the Massachusetts Medicaid program (MassHealth), the Department of Developmental Services (DDS), the Department of Public Health (DPH), the Massachusetts Rehabilitation Commission (MRC), the Massachusetts Commission for the Blind (MCB), and the Department of Mental Health (DMH). The EOHHS HST Office also serves as a resource for human service transportation-related matters and encourages mobility management strategies at the local level to help improve access to health and human services, employment, and community life.

## Opportunities for Improving Results

As EOHHS considers opportunities to build upon the strengths of the current HST Brokerage System’s coordinated approach to providing transportation to multiple health and human service agencies, it seeks to strengthen several dimensions of HST services, as described further below.

### Consumer Experience

EOHHS is interested in utilizing new technologies in the nonemergency medical transportation (NEMT) field to improve the HST consumer experience. For instance, it would like to explore new ways that consumers can book trips (e.g., web portals, smartphone applications) that are broadly accessible and adoptable, in addition to the current call center channel.

In addition, EOHHS wants to improve the consumer experience more generally and is open to feedback from consumers and other stakeholders. In particular, EOHHS would like to reduce call center wait times for scheduling rides, increase the timeliness and reliability of rides, continue to ensure high standards of safety, and make other improvements to the overall experience of using transportation services through the HST Brokerage System.

The questions in **Section 2.2.A** below solicit input from consumers, providers, and other stakeholders regarding their current experience with the HST Brokerage System and how their experience could be improved.

### Utilizing Ride Hail or Transportation Network Companies to Expand Capacity for Urgent Transportation Requests

EOHHS would like to implement innovative approaches to fulfilling urgent transportation requests, including potentially fulfilling trip requests with forms of transportation outside of the current vendor pool. Specifically, EOHHS is considering the use of Ride Hail services provided by Transportation Network Companies (TNCs) to increase access and provide more cost efficient, expedient and dynamic transportation options for consumers.

The current brokerage structure encourages consumers to schedule transportation three days in advance of the day that transportation is needed. Trips requested on the same day that transportation is needed and trips requested with one day’s notice often result in limited access and availability and higher trip costs, and also limit transportation providers’ ability to create shared ride groupings to achieve cost efficiencies. In addition, transportation requests for same day and next day services require more time to arrange, resulting in increased pressure on the call centers and scheduling departments of the HST Brokers. Additionally, when consumers miss their prearranged return rides home due to medical appointments that run longer than expected, consumers can wait up to an hour or more for alternative transportation to be arranged.

EOHHS is considering solutions that would enable same day scheduling and a single point of dispatch for both TNCs and the Broker’s vendor fleet. The solutions would ensure that drivers and vehicles transporting consumers meet specific standards required for consumer safety, including compliance with privacy, licensing, registration, and insurance requirements, completion of CORI (Criminal Offender Record Information) forms, and required driver trainings.

The questions in **Section 2.2.B** below solicit input from TNCs, Brokers and other stakeholders regarding how Ride Hail or other technologies can be implemented to improve the HST Brokerage System.

### Tiered Levels of Assistance to Meet Consumers’ Needs

MassHealth members require varying levels of assistance including so-called “curb to curb”, “door to door”, and “door through door” transportation. Currently, curb to curb transportation for members residing in the community is authorized by MassHealth using a Provider Request for Transportation (PT-1) form and arranged by Brokers contracted by the HST Office. Door to door and door through door is arranged using a Medical Necessity Form and provided by Fee For Service (FFS) vendors who contract directly with MassHealth. EOHHS is considering creating a single unified process for requesting, authorizing and delivering transportation to all eligible MassHealth consumers, regardless of whether the member requires curb to curb, door to door, or door through door transportation. This single unified process would give Brokers oversight and responsibility over current MassHealth FFS transportation.

A priority for EOHHS is providing all of its consumers with options for transport that maximize convenience, quality, independence, and safety.

The questions in **Section 2.2.C** below solicit input from FFS transportation consumers, FFS transportation vendors, health care providers, and other stakeholders regarding the potential integration of the current forms of FFS transportation into the HST Brokerage System.

# information solicited

Though some questions are highlighted for specific types of stakeholders, respondents to this RFI are invited to respond to any or all of the questions or components of questions in this document. Responses to this RFI shall serve solely to assist the Commonwealth in gathering information and suggestions from interested parties on improving the consumer experience of the HST Brokerage System, adding Ride Hail options, and integrating current forms of FFS transportation into the HST Brokerage System.

This RFI does not in any way obligate the Commonwealth to issue or amend a solicitation in the future or to include any of the RFI provisions or responses in any future solicitation. Responding to this RFI is entirely voluntary and will in no way affect the Commonwealth’s consideration of any proposal submitted in response to any subsequent solicitation, nor will it serve as an advantage or disadvantage to the respondent in the course of any Request for Responses (RFR) or other solicitation that may be subsequently issued or amended.

## Respondent Information

Please provide the following information:

### Respondent name, address, contact telephone number and email address;

### Organization name, if applicable;

### Organization type (transportation network company, transportation provider, trade group, etc.); and

### A brief description of your role or interest in the HST Brokerage System and why you are offering a response to this RFI.

## RFI Questions

### Consumer Experience

#### Please describe any notable experiences, positive or negative, related to the following components of the current HST Brokerage System:

##### Transportation vendor selection;

##### Scheduling transportation through the Broker’s call center;

##### Handling of consumer complaints regarding transportation; and

##### Overall service quality.

#### Please identify and describe any suggested changes to the following components of the current HST Brokerage System that you believe would improve transportation service quality, customer satisfaction, and/or cost efficiency:

##### Transportation vendor selection;

##### Scheduling transportation through the Broker’s call center;

##### Handling of consumer complaints regarding transportation; and

##### Overall service quality.

#### Do you believe that the provision of dispatch, software/data management, and transportation delivery functions by separate entities would enhance the consumer experience or provide other value for the Commonwealth? Or, do you believe that these functions are best provided by a single entity?

### Ride Hail Services

The HST office sees the opportunity for Ride Hail services to provide more flexibility in scheduling on demand medical transportation. Often, consumers need to schedule a ride on the same day transportation is needed or with one day’s notice. This results in limited access and availability for the consumer and higher trip costs. In the future, the HST office would like to meet consumers’ immediate transportation needs while securing the most cost-effective transportation for EOHHS. Please consider each of the use cases below when preparing your response to applicable questions in this section. For each use case, assume that EOHHS pays for the cost of the trip.

##### Call center: The consumer, caretaker, medical provider, or transportation Broker calls into your concierge or call center for each of the following reasons:

##### to schedule a trip in three days;

##### to schedule a trip the next day;

##### to schedule a trip in two hours;

##### to file a formal complaint, and

##### to cancel a trip.

##### Self-service: The consumer, caretaker, medical provider, or transportation Broker goes into a web portal or smartphone application to book a trip in four days.

##### Broker assignment: A transportation Broker under contract with the HST office is unable to fulfill a trip with their existing vendor pool. The Broker goes into a web portal to book an immediate trip with a Ride Hail supplier.

#### If you are a TNC, what underlying functions and services can your company provide for each of the use cases described above?

#### If you are a TNC, explain whether and how the functions/services outlined in your response to question **2.2.B.1**. are HIPAA compliant.

#### If you are a TNC or Broker, please describe what type of data you will be able to collect, and the format in which it is presented for each of the use cases described above. For example, a Broker or TNC may collect information on when a consumer calls into a Broker, the call wait time, the time of pick-up, the length of the trip, the transportation provider, as well as other data points. This information may be formatted as a .CSV file where each row represents one trip.

#### If you have offered Ride Hail services as part of a Brokerage operation:

##### Please describe the Broker experience and examples of user-interfaces for a secure web portal, smartphone application, SMS, and/or IVR.

##### How do you identify and prevent fraud, waste and abuse as it relates to use of Ride Hail services?

##### Please describe any experience you have had rolling out such a platform to Brokers and transportation providers, including the onboarding and training process, including adoption rates.

##### Please describe any experience you have had incorporating your ride-hail supply into an existing vendor pool.

###### Describe how you manage accreditation and standards required to service a Medicaid, ADA or other population of consumers with varying abilities.

###### Describe the protocol in emergency situations.

###### Describe how agencies can remove drivers or vehicles from your supply pool if required.

##### Please provide forecasts of vehicle (both wheelchair accessible vans and other vehicles) supply across the state of Massachusetts.

#### Cost Management Strategies. If you are a TNC or Broker offering Ride Hail services:

##### How does your service achieve cost savings? Sample strategies may include operational efficiencies, better utilization, use of an increased pool of vendors through a realignment of provider standards, or use of better scale?

##### What cost savings have you typically achieved for non-emergency medical transportation systems? Where have those savings been generated? For example, direct transport costs, administrative costs, etc.

#### Vehicle Standards & Driver Training. If you are a TNC or Broker offering Ride Hail services, please complete the chart below to compare your current vehicle standards and driver training requirements with vendors currently under contract to HST Brokers. Write “Yes” or “No” in the last column to indicate if your standards are aligned with the HST broker contracts.

|  |  |  |
| --- | --- | --- |
| **Vehicle Standards** | **Current HST Standards** | **Current TNC Standards Aligned (Y/N)** |
| No Restrictions on Demand-Response vehicle age |  |
| Vehicle Types Sedan/Minivan/Chair car |  |
| An installed seat and seat belt for each occupant |  |
| Be maintained and in good working order with a preventative maintenance program in place. Cleaned regularly (Vehicle must be free of grime, dents, damaged paint) |  |
| Vehicles must have 2 inch (minimum) signage on the passenger door and rear of the vehicle |  |
| Working AC/Heating System sufficient to cover the entire vehicle |  |
| Registered and Garaged In Massachusetts |  |
| Vehicles must have a communication device on board (2-way radio/Cell Phone) |  |
| Snow tires or equivalent during the period November 15 through April 15 of each year |  |
| Spare Tire and jack (unless covered by vendor maintenance policy) |  |
| Portable Step Stool |  |
| Must have safety Equipment (chock blocks, fire extinguisher, flags, reflectors, first aid kit, flashlight) |  |
| Vehicle must have proper vehicle insurance state mandated minimum coverage 20K/40K (5 passengers or less), combined liability of 500K (6 to 8 passengers), combined liability of 1.5M (9-15 Passengers), combined liability of 5M (over 15 passengers) |  |
| Must be Livery/Taxi/School plates |  |
|  | Must pass RMV Inspection (Annually) |  |
| **Wheelchair**  **Accessible Vehicles** | **Current HST Standards** | **Current TNC Standards Aligned (Y/N)** |
| All wheel chairs must face forward in van |  |
| All wheel chairs must be secured in the front and rear by the driver. If using a “locking bar’ system, the front of the wheel chair must still be secured with straps |  |
| All Consumers must be secured into their wheel chairs using the lap/shoulder belt assembly that works in conjunction with the securement system. The lap/shoulder belt assembly must be used in addition to any other wheel chair securement devices |  |
| The use of table/tray attachments must not interfere with proper securement of Consumers by lap/shoulder belt assemblies. They must be removed if they prevent the Consumer from being properly secured |  |
| Do not use the shoulder belt if it extends across the Consumer’s neck or face |  |
| Drivers operating non-ambulatory vehicles for HST work under the Transportation Provider Subcontract with Broker must receive hands-on training in order to ensure that they understand and are able to properly follow the procedures for proper securement of wheelchairs in vehicles prior to transportation. |  |
| A hydraulic lift with manual backup operational capacity and/or retractable ramp |  |
|  | A raised roof at least 12 inches high |  |
| Raised side doors at least 54 inches high |  |
| Four securement straps, a lap belt and a shoulder belt assembly for each wheel chair. If the vehicle is equipped with a “locking bar” system, then only two securement straps are needed for that chair |  |
| **Driver Standards** | **Current HST Standards** | **Current TNC Standards Aligned (Y/N)** |
| Must have a valid Massachusetts Driver’s License |  |
| Must have a minimum of 3 years driving experience |  |
| Must be 19 years of age |  |
| Must pass a Nationwide CORI Check (as of 1/1/19) |  |
| Massachusetts CORI is run annually |  |
| Drivers must wear in ID card clearly displaying his/her full name |  |
| Drivers must have effective oral communication skills in English sufficient to communicate effectively |  |
| Drivers must provide written health records on their physical condition and physically able to assist consumers entering and exiting the vehicle |  |
| Massachusetts RMV is checked pre-employment and annually thereafter |  |
| Drivers are subject to drug and alcohol screening post- accident or upon reasonable suspicion |  |
| **Driver Training**  Drivers must complete mandatory training requirements as set by the HST Office (between 7-10 trainings based on population transported). | **Current HST Standards** | **Current TNC Standards Aligned (Y/N)** |
| Driver rules and regulations; Defensive driving & reacting to skids, and Vehicle stalling & brake failure |  |
| Proper use of vehicle safety equipment; content and use of all first aid kit items; use of two-way radios, if applicable, and emergency vehicle evacuation procedures |  |
| Accident procedures & Incident reporting |  |
| Correct use of Consumer seat belts, including correct use of child safety restraint devices for all programs serving children |  |
| Use of Wheelchair lift & proper wheelchair securement for WAV |  |
| Human rights and sensitivity to Consumer needs, including disability awareness, passenger assistance and accommodations for service animals (guide dogs) in vehicles |  |
| Familiarization with the HST and Agency standards, specifications and procedures, including mandated reporting of suspected abuse or neglect and suspected Medicaid member or provider fraud and abuse, driver and monitor performance standards, consumer pickup protocols, and data privacy and security rules and requirements, including compliance with the HIPAA Rules, EO 504 and all other applicable laws, regulations, policies, procedures and standards applicable to Transportation Provider |  |
| Certified in basic first aid (4 hours). The certification must be through the American Red Cross, American Heart Association, or other equivalent training approved by the Broker and must be kept current |  |

#### If you are a TNC or Broker offering Ride Hail services:

##### If there are any current HST standards that are not in alignment with your current TNC standards, which standards would be most difficult to change in the future?

##### If there are any current HST standards that are not in alignment with your current TNC standards, how do you propose the HST Office change standards in the future?

##### Please provide any additional commentary on how current TNC driver and vehicle standards compare with the standards in the HST Broker contracts.

#### If you are a TNC or Broker offering Ride Hail services, how do you ensure that transport personnel providing Ride Hail services (i.e., individual drivers), are licensed, qualified. competent, and courteous?

#### If you are a TNC, EOHHS requests information regarding any additional capabilities you may have that were not covered by the above questions.

#### If you are a consumer, non-TNC transportation provider, Broker not offering Ride Hail service, or other interested stakeholder, what concerns, thoughts, or comments do you have regarding the HST Brokerage System’s potential adoption of Ride Hail services or other innovative technologies?

### Tiered Levels of Assistance

EOHHS is exploring the possibility of expanding its HST Brokerage System to include transportation services currently provided through MassHealth Fee for Service (FFS) transportation, creating a unified process that offers tiered levels of assistance including curb to curb, door to door, and door through door. This unified process would allow health care providers to request all levels of transportation services for members using a single electronic form submitted through the Customer Web Portal. The HST office is soliciting input from consumers, advocates, current FFS transportation providers, Brokers, and facilities that utilize FFS transportation to better inform whether and how EOHHS should implement such a unified process. Please answer the following questions and provide any additional information that you deem relevant to this proposal.

#### What factors need to be addressed in order for EOHHS to successfully create a unified process for authorizing all levels of MassHealth transportation (including services currently provided through FFS and the HST Brokerage System)?

#### In addition to the use of a unified authorization process, in what other ways could EOHHS improve program integrity related to transportation currently provided through the MassHealth FFS construct?

#### How do you propose EOHHS address hospital discharges, transportation for members in nursing facilities, and any other urgent transportation needs currently handled by MassHealth FFS providers?

#### Identify any advantages and disadvantages to incorporating current MassHealth FFS transportation services into the HST Brokerage System.

# rfi response instructions

## Response Format

### Information requested in **Section 2** should be typewritten and submitted in electronic format, either as a Word document or a portable document format (PDF) file. The Word document or PDF file should be submitted via email as described in **Section 3.2.A** below. Respondents may, if they choose, also submit a hard copy as described in **Section 3.2.B** below.

### All responses should include on the first page the respondent information described in **Section 2.1** above. Please consecutively number all pages of the response.

### All responses should provide information in the same order in which it is requested in **Section 2** above and should indicate the item to which information submitted relates, using the number scheme used in **Section 2** above.

## Submission Instructions

Please submit your response according to the instructions and timelines provided below.

### The deadline for receipt of written RFI responses is **May 31, 2019 by** **4:00 p.m.** (Eastern Time). Responses should be submitted by email to: [Lisa.d.wong@state.ma.us](mailto:Lisa.d.wong@state.ma.us)

### Respondents may also submit a hard copy (mailed or hand-delivered), in addition to the electronic copy emailed as described in **Section 3.2.A** above, to:

Lisa D. Wong, Procurement Coordinator

Executive Office of Health and Human Services

One Ashburton Place, 11th floor

Boston, MA 02108

## Listening Sessions

EOHHS also plans to host public meetings to listen to feedback from consumers and other stakeholders related to content of this RFI. The date, location, and time of the meetings will be announced on the Human Service Transportation website <<https://www.mass.gov/orgs/human-service-transportation-office>> and posted to COMMBUYS. While EOHHS encourages all respondents to submit written responses in accordance with the instructions set forth above, the agency will also consider feedback received at these listening sessions.

# ADDITIONAL RFI INFORMATION

Please note that this RFI is issued solely for the purpose of obtaining information. The RFI does not obligate EOHHS to conduct procurement in the future. The RFI also does not obligate EOHHS to include any of the RFI provisions or responses in any RFR, or obligate EOHHS to enter into a contract for brokerage services. No part of any response will be returned to the respondent. Receipt of RFI responses will not be acknowledged.

## COMMBUYS

This RFI has been distributed electronically using COMMBUYS. COMMBUYS is the Commonwealth’s state-of-the-art electronic Market Center supporting online commerce between government purchasers and business. No individual or organization may alter (manually or electronically) the RFI or its components except for those portions intended to collect the respondent’s response. Interested parties may access COMMBUYS at:

<http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/conduct-a-procurement/commbuys/>

Questions specific to COMMBUYS should be made to the COMMBUYS Help Desk online at:

<http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/conduct-a-procurement/commbuys/quick-click-resource-center.html>

COMMBUYS Help Desk assistance is also available Monday through Friday, 8:00 a.m. to 5:00 p.m. via email at [commbuys@state.ma.us](mailto:commbuys@state.ma.us) or telephone at (888) 627-8283.

## HST Brokerage Information

Potential respondents who would like additional information on the current HST Brokerage System should review the EOHHS HST Office Annual report and other relevant information, which may be found at [www.mass.gov/hst](http://www.mass.gov/hst).

## RFI Amendments

Interested parties are solely responsible for checking COMMBUYS for any addenda or modifications that are subsequently made to this RFI. The Commonwealth and its subdivisions accept no liability and will provide no accommodation to interested parties who fail to check for amended RFIs.

## Costs

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of the respondent. EOHHS shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

## Use of RFI Information

Information received in response to this RFI shall serve solely to assist the Commonwealth in the development of policy. No information received in response to this RFI is binding on the Commonwealth or any of its agencies. Responding to this RFI is entirely voluntary and will in no way affect consideration of any proposal submitted in response to any subsequent procurement or solicitation. Responses to this RFI become the property of the Commonwealth of Massachusetts and are public records under the Massachusetts Freedom of Information Law, M.G.L.c.66, section 10 and c.4, section 7, clause 26, regarding public access to such documents. However, information provided in its response to this RFI and expressly identified by the respondent as trade secrets or commercial or financial information shall be kept confidential by EOHHS to the extent permitted by law.