

# Improving Outcomes in Medicaid through Innovative Transportation Partnerships

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## OVERVIEW

**Amerigroup Tennessee is collaborating with its transportation vendor and Lyft on an innovative approach to enhance Medicaid beneficiaries' access to non-emergency medical transportation (NEMT). Early findings suggest these efforts have contributed to increases in physician visits, improvements in the number of individuals getting recommended care, and higher satisfaction.**

NEMT helps Medicaid beneficiaries access needed healthcare services and supports when they cannot afford or lack adequate access to transportation. Still, millions of beneficiaries across the U.S. miss appointments due to transportation-related issues each year. To address challenges its own beneficiaries encounter, Amerigroup Tennessee partnered with its transportation vendor, Tennessee Carriers, to launch a program using Lyft as an option for some NEMT rides.

This paper demonstrates how MCOs can be innovative partners with the state Medicaid agency to improve the delivery system and better meet the healthcare needs of beneficiaries.

### Topics

- Medicaid's role covering NEMT
- Amerigroup Tennessee's innovative efforts to enhance NEMT
- Improvements in care and quality
- Building on early success