

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Executive Summary

The Mental Health Association in New Jersey (MHANJ) is a statewide, private non-profit advocacy organization that strives for mental health for children and adults through advocacy, education, training and services. MHANJ works to promote policies that protect rights and fight the stigma that surrounds mental illness. In existence for over 65 years, the MHANJ continues to fulfill this mission by responding to issues and concerns raised by consumers of mental health services.

The purpose of the MHANJ conducting the Medicaid LogistiCare Transportation Feedback Survey was to better understand the quality of LogistiCare services from the **point of view of those living with mental illness**. LogistiCare is New Jersey's Medicaid funded transportation service, providing transportation for Medicaid recipients to non-emergent doctor appointments. The survey was based on information obtained during meetings the MHANJ held at Wellness Centers throughout New Jersey with persons who had experience in using LogistiCare. During these meetings, four key areas of concern were identified: lack of punctuality and reliability; issues with the safety of vehicles and/or driver practices; driver interaction with passengers; and unresponsive handling of complaints.

The survey was completed by 311 individuals living with mental health conditions who have Medicaid and currently utilize, or have utilized, LogistiCare transportation services in the last 6 months. The following is a summary of the study's findings. Detailed information can be obtained by referencing the entire report.

- Transportation is often late or unreliable:
 - More than half of participants reported that LogistiCare was not timely or reliable during the last 6 months and 53% of them have missed important medical or mental health appointments due to transportation being late or not picking them up at all
- Issues with the safety of vehicles and/or driver practices:
 - Nearly a third felt that safety was not a priority; reporting that drivers talk on their cell phones and text while driving, vehicle seatbelts are missing or broken, drivers speed/drive aggressively, etc.
- Poor disposition of staff:
 - A third of respondents reported that the drivers and staff did not treat them in an appropriate and respectful manner; some were sexually harassed, cursed at, disrespected, or drivers refused to meet their physical needs
- Unresponsive handling of complaints:
 - More than a third had filed, or tried to file, a complaint, and 52% of them received no response or saw no change at all
- Nearly half of those surveyed were not at all or only slightly satisfied with LogistiCare services overall
- A quarter of participants indicated that they have stopped using LogistiCare because services are unreliable

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Based on these findings, the MHANJ recommends that the Division of Medical and Health Services (DMAHS) implement a process of oversight, monitoring and reporting that is consistent in assuring compliance and transparency in the following areas:

- Ensure that transportation pick-up and return trips are timely and reliable
- Ensure that all drivers receive requisite training, such as defensive driving, wheelchair securing and lift operation, cultural and disability sensitivity, passenger assistance, first aid, child safety, handling disruptive behavior and general customer service. Training must be completed before a driver can begin and regular refresher courses must be completed in order to maintain employment.
- Implement measures to ensure safety of passengers, drivers and vehicles such as ensuring that vehicles are properly maintained, have working safety belts, and have passed inspection
- Ensure quality accountability measures are taken, such as monitoring vendor to assure services contracted are being provided and following requisite procedures for taking and handling complaints

These recommendations should be overseen and monitored by the contracted broker of services, compiled into a report and then submitted to DMAHS monthly to ensure that RFP specifications are being followed. This report should be available on the Division's web-site to ensure transparency. Additionally, this report should be presented to the Legislature yearly. Sanctions for non-compliance would be defined, would be monetary and would require correction.

Background

Many individuals living with serious and persistent mental illness (SPMI) are reliant on Medicaid for their healthcare insurance. Medicaid is a publicly funded health insurance program that covers children under the age of 18, parents/caretakers and adults without dependent children with incomes up to 133% of the Federal Poverty Level (FPL), as well as adults with a medically determinable physical or mental impairment – which includes mental illness. Many of those receiving Medicaid benefits do not have cars, and lack the means to access public transportation. Medicaid funded transportation is often their sole means of getting to important appointments. Attending clinical, psychiatric, counseling and physical health care appointments are essential for people as they move towards recovery. MHANJ firmly believes that transportation is an integral component to achieving and maintaining stability for those with serious mental health issues. Regular, reliable and punctual transportation is essential for wellness and recovery to occur.

In New Jersey, LogistiCare is the state's Medicaid funded, non-emergent medical transportation broker. Since 2009, LogistiCare has been arranging transportation for Medicaid recipients to psychiatric medication monitoring appointments, outpatient therapeutic services, doctor's visits, etc. Individuals entitled to this service, however, have been expressing concerns that LogistiCare transportation does not meet their needs.

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

As an advocacy organization, the MHANJ is concerned that unreliable transportation will cause those with mental health issues to experience disruptions in their treatment. In response to complaints and concerns that LogistiCare transportation services are inconsistent in quality and reliability, the MHANJ has conducted a statewide Medicaid LogistiCare Transportation Feedback survey. This survey was designed to capture the perspectives of individuals living with mental illness regarding their experiences with LogistiCare transportation.

Study Methodology and Design

The MHANJ's Medicaid LogistiCare Transportation Feedback surveys was completed by 311 consumers of mental health services statewide who have Medicaid and currently utilize - or have utilized - LogistiCare transportation services in the last six months (from the date they received the survey).

The survey was comprised of 10 questions based on information obtained during meetings the MHANJ held with consumers at: On Our Own Self Help Center in Bergen county, Moving Forward Self Help Center in Middlesex county, Freedom Trail Self Help Center in Somerset county, and Freehold Self-Help Center in Monmouth county. These meetings took place from August, 2015 through November, 2015. During the meetings, the MHANJ identified four key areas of concern:

1. Punctuality and Reliability – Late or failure to pick-up for and/or after medical appointments
2. Safety of Transportation Services – Filling the vehicles beyond legal capacity, texting/talking on the phone while driving, vehicles without working seatbelts, etc.
3. Disposition of Staff – Rude or disrespectful treatment by drivers and staff
4. Handling of Complaints – Lack of responsiveness when complaints are filed

Survey format and questions were developed by the MHANJ Governments Affairs team through collaboration with Karen Kubert, former Warren County Human Service Director; with input from Collaborative Support Programs of New Jersey (CSPNJ), MHANJ staff, consumers of mental health services and MHANJ Consumer Connections CORE graduates.

All surveys are completely confidential.

To view the full survey, see **Appendix A**.

Data Collection and Analysis

- Timeframe for data collection: December 4, 2015 through January 29, 2016
- Method of distribution: The MHANJ e-mailed the survey (PDF printable version and online link through Constant Contact), instructions for completion, deadline and return procedures to all New Jersey County Human Service

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Directors, representatives from CSPNJ, the Coalition of Mental Health Consumer Organizations (COMHCO), the Depression and Bipolar Support Alliance (DBSA), MHANJ Affiliates and MHANJ Programs. These organizations and programs circulated the surveys to the consumers they work with/serve in their counties.

- Most printed surveys were filled out and mailed to MHANJ
- Some printed surveys were filled out and faxed to MHANJ
- Electronic surveys were completed using the Constant Contact online link
- All hard copies of the survey the MHANJ received were entered into Constant Contact; Data in this report was derived from Constant Contact
- Quotes included in the *Consumer Comments and Feedback* section of this report were chosen by determining the percentage of negative, positive and mixed (containing both positive and negative aspects) comments written by participants in the “Comments” or “Other” spaces provided in the survey. For example, comments regarding punctuality and reliability of LogistiCare transportation services yielded 63% negative, 14% positive and 23% mixed responses. Based on that, 5 negative quotes, 1 positive quote and 2 mixed quotes appear in the *Consumer Comments and Feedback- Punctuality and Reliability* section.

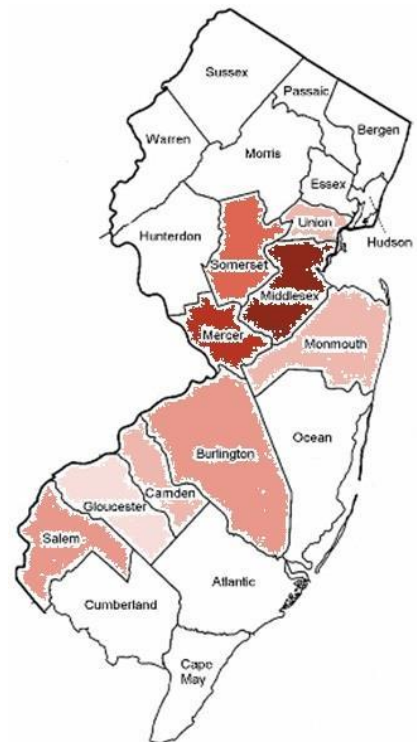
Findings

Population

311 total Surveys were collected from participants who are Medicaid beneficiaries and utilize mental health services

- 19 counties statewide returned at least one survey
- Counties that returned 10 or more surveys:

County	#	%
Burlington	21	7%
Camden	14	5%
Gloucester	10	3%
Mercer	40	13%
Middlesex	82	26%
Monmouth	14	5%
Salem	21	7%
Somerset	29	9%
Union	16	5%



- Counties that did not return any surveys:
 - Cape May
 - Warren
- 92% of participants Currently have Medicaid

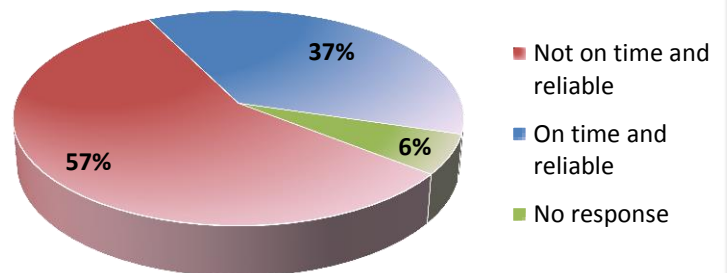
Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

- 75% of participants Currently use LogistiCare

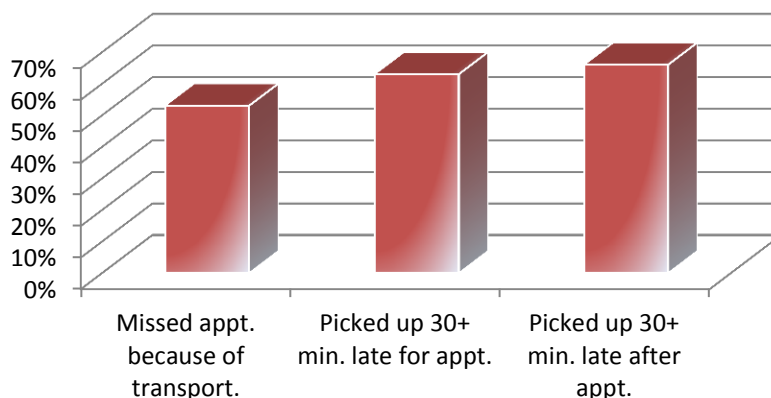
Punctuality and Reliability of LogistiCare Transportation Services

- 57% reported that LogistiCare has not been “on time and reliable” in the last 6 months
- 37% reported that LogistiCare has been “on time and reliable” in the last 6 months
- When asked about how late their transportation has been in the last 6 months:
 - 53% indicated that they have missed an appointment because their scheduled transportation was late or did not show up
 - 63% said that they have been picked up more than 30 minutes late to get to a doctor’s appointment
 - 66% reported waiting over 30 minutes to be picked up after an appointment

57% reported that LogistiCare has not been on time and reliable



Issues with punctuality reported by survey participants

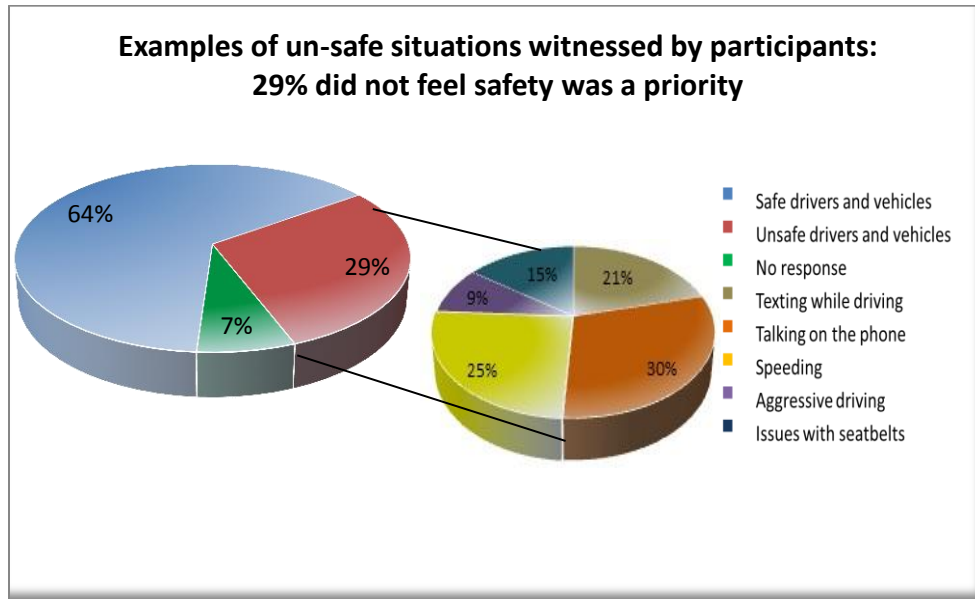


Safety of Transportation Services

- 29% reported that they did not feel safety was a priority; of them:
 - 21% reported seeing the driver texting while driving

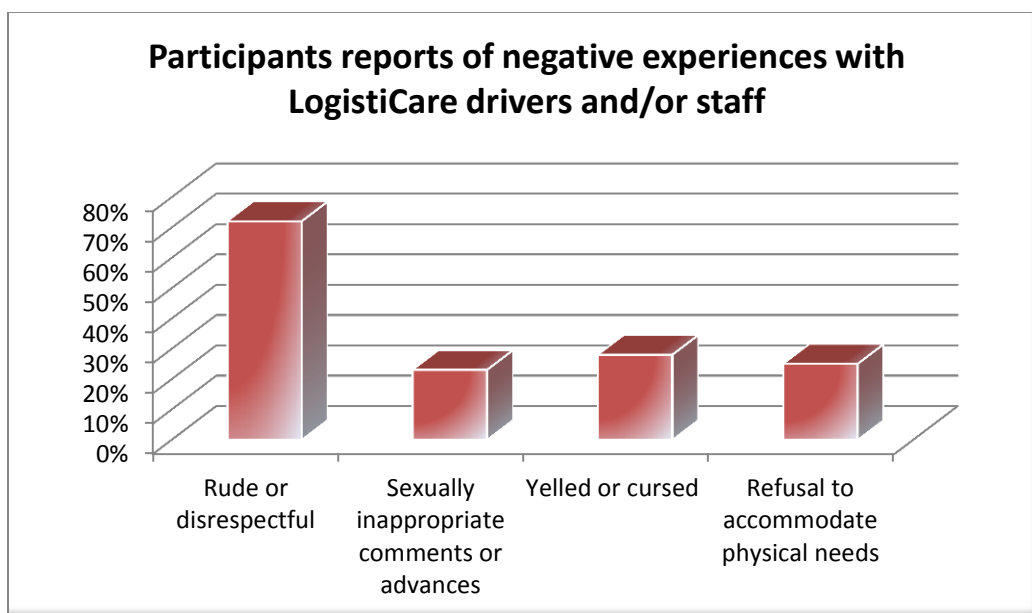
Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

- 30% reported seeing the driver talking on the phone without a hands-free device while driving
- 25% reported drivers speeding
- 9% reported aggressive driving
- 15% reported issues with seatbelts (missing or broken)



Attitude of Staff

- 32% of survey participants provided input on their negative experiences with LogistiCare staff and/or drivers



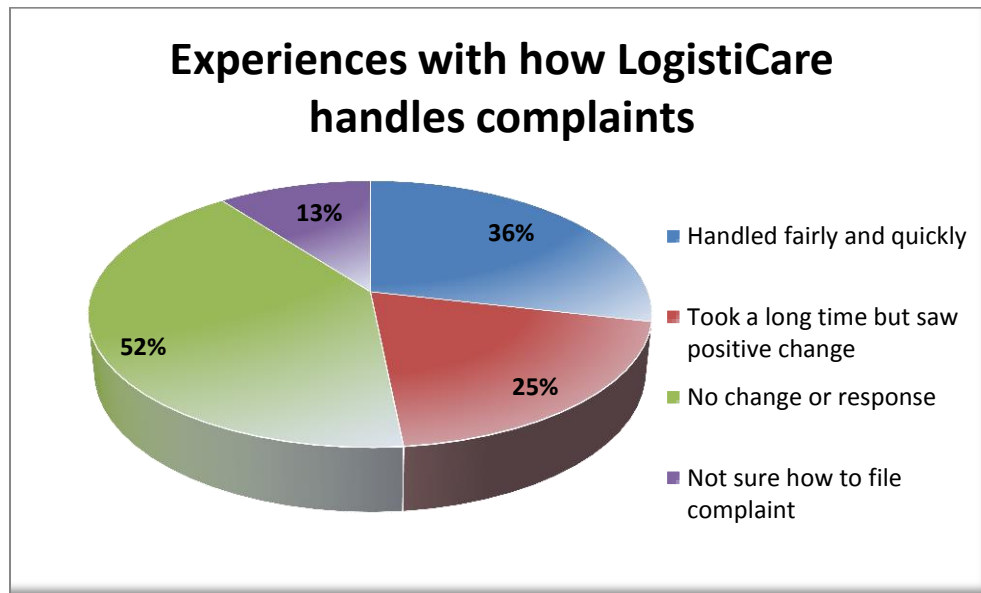
Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Driver Response in a Crisis Situation

- 13% of participants had witnessed a passenger requiring crisis resolution; of them:
 - 75% reported that the driver was able to help the passenger
 - 27% said the driver did nothing
 - 13% indicated that the driver called the police and let them handle it
- 78% had not seen a passenger in crisis during transportation

Handling of Complaints

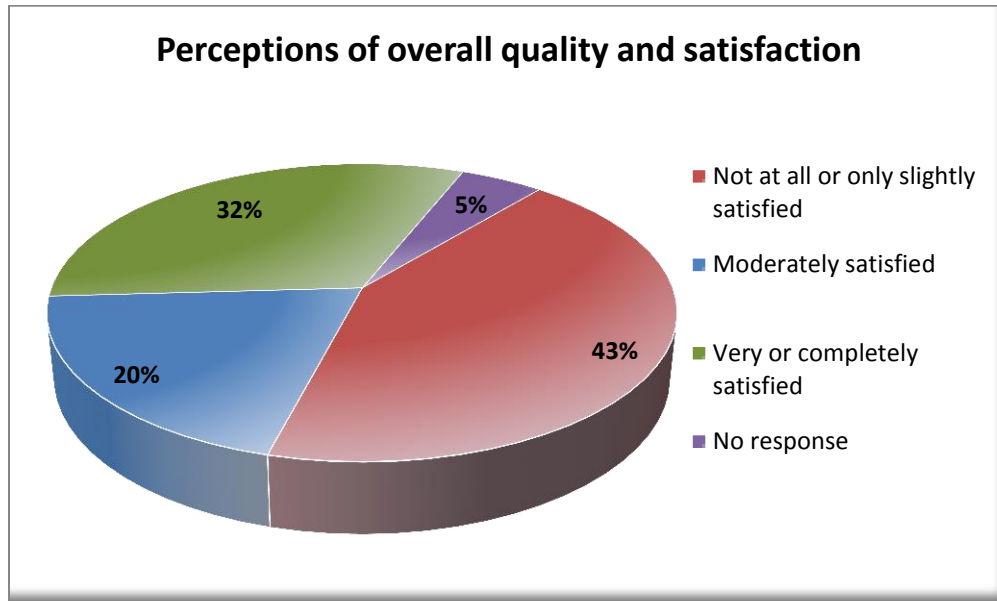
- 36% of those surveyed reported that they have filed, or tried to file, a complaint through LogistiCare
 - 52% saw no change or response
 - 25% said it took a while, but eventually they saw a positive change
 - 36% said it was handled fairly and quickly
 - 13% reported that they hadn't filed a complaint because they were unsure how
- 60% had not filed, or tried to file, a complaint



Overall Quality and Satisfaction: Statewide

- 43% indicated that they were not at all or only slightly satisfied
- 20% felt moderately satisfied
- 32% were very or completely satisfied

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile



Discontinued use of LogistiCare Transportation Services

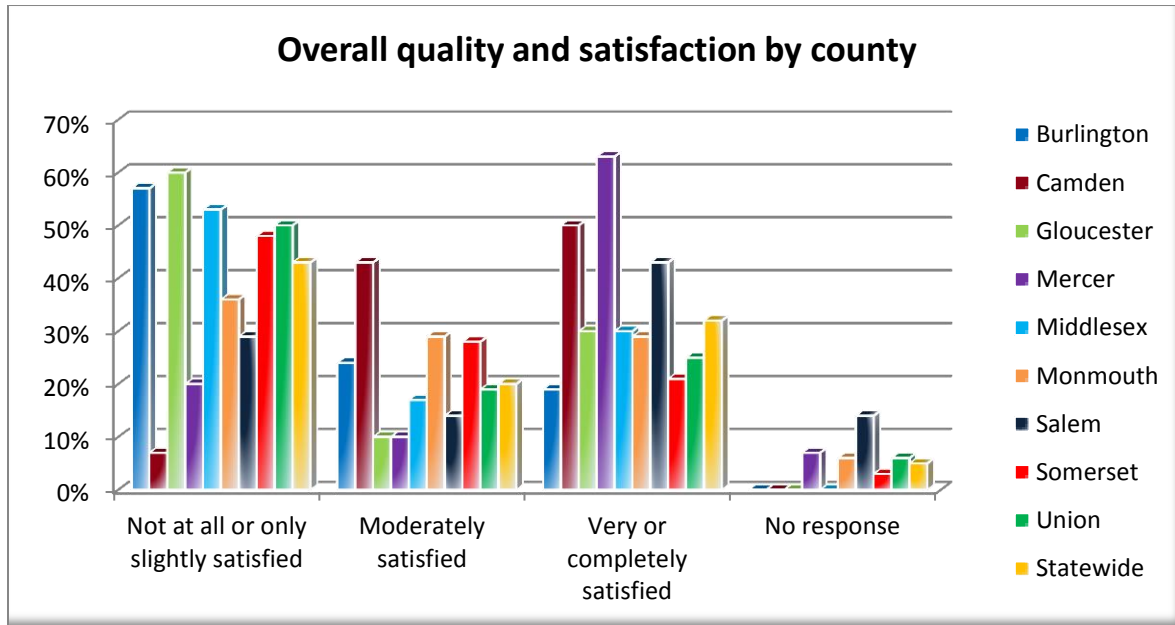
- 23% of those surveyed indicated that they have stopped using LogistiCare because services were not consistent or timely

Feedback by County: Counties that submitted 10 or more surveys

County	Punctuality and Reliability		Safety of Transportation Services		Appropriate Attitude of Staff		Witnessed Driver Respond to Crisis Situations		Filed or Tried to File Complaint	
	%Yes	%No	%Yes	%No	%Yes	%No	%Yes	%No	%Yes	%No
Burlington	24%	57%	52%	43%	76%	24%	5%	95%	43%	57%
Camden	71%	29%	79%	14%	100%	0%	14%	86%	36%	64%
Gloucester	40%	50%	60%	40%	67%	33%	10%	80%	50%	50%
Mercer	53%	40%	80%	20%	75%	25%	10%	78%	13%	87%
Middlesex	35%	57%	60%	29%	71%	29%	20%	73%	40%	60%
Monmouth	36%	57%	74%	7%	83%	17%	21%	64%	25%	75%
Salem	48%	43%	71%	19%	88%	13%	10%	76%	35%	65%
Somerset	31%	66%	55%	38%	77%	35%	10%	86%	59%	45%
Union	25%	75%	69%	25%	88%	13%	6%	88%	44%	56%
Statewide	37%	57%	64%	29%	70%	23%	13%	78%	75%	27%

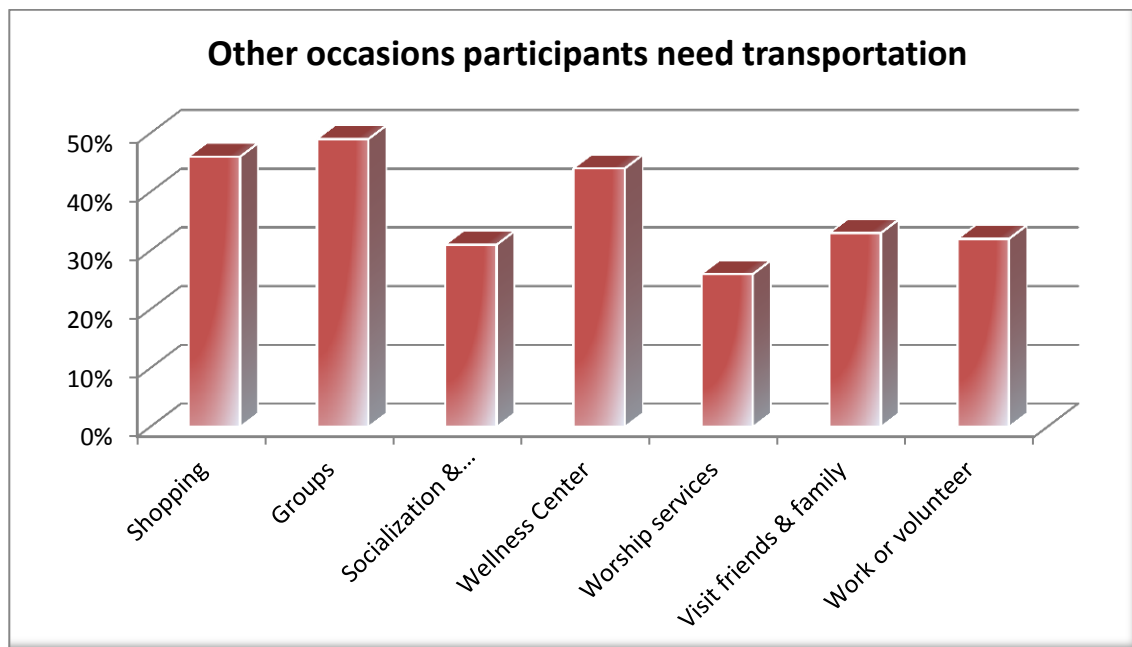
Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Overall Quality and Satisfaction: Counties that submitted 10 or more surveys



Other Occasions Participants Need Transportation

- 92% of participants indicated needing transportation to get to things other than non-emergent medical appointments, such as:



Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Limitations

- The information contained in this document is based on self-report surveys completed by individuals living with mental illness. In some cases respondents didn't answer every question, or provided inconsistent answers (i.e. checking off that they feel LogistiCare focuses on safety first, then writing in the comments section that the drivers text and drive). For this reason percentages may not all equal 100%.
- The MHANJ delegated the oversight of the administration of the survey distribution and completion to several mental health agencies, organizations and programs throughout the state to: distribute, collect and return surveys and oversee consumer participants while completing the survey according to instructions provided (see **Appendix B – Instructions**). Although instructions were included, variance in the way each agency, organization and program interpreted and distributed the survey might have caused inconsistencies in the reporting practices of participants.

Consumer Comments and Feedback

Punctuality and Reliability

- 145 Total comments
 - 63% Negative comments
 - 14% Positive comments
 - 23% Mixed comments
1. "They are always late, very unpredictable and very unreliable. They have either forgotten to pick me up for appointments or have not shown up to take me home from appointments."
 2. "Missing appointments causes problems with getting the medication and therapy I need."
 3. "It is inconsistent at best. They change times without reason or notification; at times have no provider, according to them, to take you when your usual provider hasn't even been assigned the ride. They obviously do not understand that psychiatric appt.'s are as important as chmo and dialysis!!"
 4. "Always late, I refuse to use them anymore."
 5. "I have been kicked out of programs because of LogistiCare's inability to get me there in time. Drivers have also sexually harassed me."
 6. "I have not had any problems with LogistiCare."
 7. "Thus far, LogistiCare has been acceptable, but they have missed a few appointments thru no fault of the cab companies."
 8. "Sometimes they good but then they are late."

Safety of Transportation Services

- 174 Total comments

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

- 48% Negative comments
- 29% Positive comments
- 24% Mixed comments

1. "Texting and talking on the phone. Speeding, angry outbursts at other motorists."
2. "I have seen drivers disobey speed limits, have cars without functional seatbelts, texting and talking on the phone while driving."
3. "I have been in a car with a driver who was speeding and going around corners at a high speed. Also some cars don't have working seatbelts. I also was involved in a car accident and at that time the driver was going fast and seatbelts were not working and there was a crack in the windshield and the driver was talking on the phone. There also was times when the driver picked up more clients than what was legally supposed to be in the car. There was children sitting on adult laps with no seatbelt."
4. "I've had drivers texting and talking on their cell phones while driving to my appointments. I've never ever had a driver check or tell me or any other passenger to make sure that we have a safety belt on. Some cars are missing seatbelts or have nonfunctional ones. Other cars have a door that can't be opened from inside and requires someone outside to open it."
5. "I have no complaints. My driver is not just our driver, he's our friend."
6. "I have been treated excellent as far as safety and good driving."
7. "They usually obey all of the traffic laws."
8. "In my opinion the drivers were very good, my only issue is their punctuality."

Attitude of Drivers and Staff

- 49 Total comments
- 63% Negative comments
- 10% Positive comments
- 27% Mixed comments

1. "Drivers called me 'crazy', told me to 'shut up'; complain about their job."
2. "Dispatchers can be 'nasty' ex. – 'just go outside!'."
3. "The language of some drivers are offensive."
4. "Some drivers care, others don't. They go from pleasant/helpful to rude/dismissive."

Handling of Complaints

- 45 Total comments
- 62% Negative comments
- 11% Positive comments
- 27% Mixed comments

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

1. “Like it goes into a black hole.”
2. “Complaints are never handled. I’ve been dealing with all this for months on end.”
3. “Made several complaints to complaint number and never received a call back.”
4. “It took several times to correct the problem.”

Overall Satisfaction

- 153 Total comments
 - 54% Negative comments
 - 22% Positive comments
 - 24% Mixed comments
1. “Only use out of necessity – unfortunately they are aware of it and treat client poorly because they can. I haven’t found alternative yet.”
 2. “I couldn’t rely on them, they left me stranded too many times in the cold, snow and heat. I also missed several appointments because of them. They would also go out of the way to pick-up other clients and I missed my appointments several times.”
 3. “I have no choice, no family and no license.”
 4. “I stopped using them so often because it became pointless. Showing up an hour late to an appointment for the doctor to tell me please come back is a complete waste of time.”
 5. “I think they do their best to solve problems in any situation.”
 6. “They try to be on time and are courteous.”
 7. “It is great that such a service is offered, they just need to have their employees be respectful.”
 8. “For routine trips, LogistiCare is acceptable, but for any change, they are not always reliable. The staff handling the reservations are not well trained, they don’t pay attention to the info the client is giving them, and they act like they’re doing you a favor by taking your reservation.”

Summary

The purpose of the MHANJ conducting this survey was to gain a better understanding of the concerns that individuals with SPMI who use Medicaid funded LogistiCare transportation have, and the impact this service has on their wellness and recovery. The outcomes of this survey indicate that there are significant problems, statewide, that affect individuals living with mental illness who rely on LogistiCare to get them to medical appointments. Specifically, the study findings indicate that, overall, more than half of participants felt that LogistiCare services were not punctual or reliable and nearly half were dis-satisfied with the services in general.

We have found that an alarming 57% of the 311 participants surveyed, said that their LogistiCare transportation has been late or unreliable in the last 6 months. What’s more troubling is that 53% of participants indicated that they have

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

missed important doctor's appointments because their transportation was late or failed to pick them up. Additionally, 63% had been picked up more than a half hour late for an appointment and 66% had been picked up more than 30 minutes late after an appointment. When asked for comment, many indicated that they had been forced to wait outside in the heat of summer, rain or cold of winter on several occasions for more than an hour for their transportation to show – and at times it never did.

These appointments, whether for physical or mental health, are fundamental to the wellness and recovery of individuals living with mental illness. Missing appointments, being late or having to wait outside in the elements for extended periods of time, all have negative effects on an individual's physical and mental health. Additionally, some participants specified that they had been kicked out of programs for being late or for poor attendance. Rescheduling missed appointments is a serious problem because long wait times and/or scheduling conflicts make it difficult to get a make-up appointment in a timely manner.

This transportation service is a lifeline for numerous individuals living with serious mental illness – many of whom don't drive and have no other means of getting to their medical appointments. It is of the utmost importance that Medicaid funded transportation services are reliable, timely and communicate properly with those who use the service. Several participants reported that the call line representatives would repeatedly tell them their transportation was 5 minutes away when it was actually 20 or more minutes away. Monitoring of transportation vehicles whereabouts is needed to improve accuracy of timing and communication with consumers.

Safety is another focal point of this survey. While more than half of participants indicated that drivers and vehicles were safe, nearly a third noted serious concerns with the safety of both driving practices and vehicle condition. These concerns include witnessing the drivers talking or texting on their cell phones, speeding or aggressive driving, and vehicles with broken or missing seatbelts. While we are glad that the majority of participants have not encountered such dangerous situations, we believe that no one should be subjected to these hazardous conditions. It is imperative that Medicaid funded transportation vehicles are held to stringent safety measures and drivers be monitored and held accountable for ensuring a safe ride for passengers.

Like Safety, most participants indicated that LogistiCare drivers and staff treat them appropriately; courteous, friendly and respectful. Nearly a quarter, however, indicated otherwise, stating they had been treated rude, disrespected, sexually harassed, yelled or cursed at or were unable to have their physical disabilities/needs attended to. It is important to remember that individuals living with mental illness are people first – they are not defined by their illness or disabilities – mistreatment, harassment or refusal to accommodate physical needs of any sort is unacceptable. Medicaid funded transportation should prioritize training for staff to ensure that passengers are treated appropriately and have their physical needs met.

Individuals living with mental illness are far more likely to be mistreated or be the victim of an aggressive act than to perpetrate one; however, there are times, though rare, that they may be in crisis or act in a disruptive way. If this occurs

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

while they are utilizing Medicaid funded transportation services, it is imperative that the drivers and staff are able to help diffuse the situation in an appropriate manner in order to resolve the crisis and maintain the safety of everyone in the vehicle. Our survey asked participants if they had ever seen a passenger in crisis or acting in a disruptive way, which required action from the driver to resolve the situation. Only 13% of respondents said that they had witnessed this, and of them, 75% said the driver was able to help the passenger calm down safely, 27% said the driver did nothing and 13% said the driver called the police to handle the situation. Structure and adherence to an evidence-based practice in dealing with difficult situations should be a mandatory training for drivers and aids to ensure that they are able to diffuse difficult situations 100% of the time.

Many individuals living with mental illness have been late to appointments, missed appointments or have been treated poorly by drivers and staff and don't file complaints because they either don't know how, or afraid that if they complain they will be retaliated against in some way. With that, only 36% of those surveyed indicated that they had filed, or tried to file, a complaint about issues they have had with LogistiCare. Of them, 52% reported that there was no response or they saw no change. In order to ensure that Medicaid transportation services are reliable, accurate handling and logging of consumer complaints must become a standardized practice.

Nearly half of those surveyed indicated that they are not at all or only slightly satisfied with LogistiCare overall and 23% have stopped using LogistiCare because services were unreliable, they were treated poorly, they felt unsafe, etc. Several expressed serious concerns with LogistiCare, but indicated that they are unable to stop using the service because there are no other options available to them to get to important doctor's appointments. Many do not have personal vehicles, lack the financial resources to afford public transportation and are unable to rely regularly on friends or family to get them around. The MHANJ recognizes this as a serious issue and emphasizes that individuals living with mental illness - in need of regular medication monitoring, counseling and physical health care services - must have access to reliable transportation in order to attend these appointments.

Recommended Implementation of Findings

Many individuals living with serious and persistent mental illness (SPMI) have Medicaid as their healthcare insurer and are reliant on Medicaid funded transportation to get to their non-emergent medical appointments. A significant component to achieving wellness and recovery includes attending appointments for both mental and physical health regularly. Medicaid funded transportation needs to be reliable and timely, while offering clear and accurate communication with those using it.

Survey findings indicate that there are significant problems and inconsistencies with the existing system. The MHANJ recommends that the Division of Medical and Health Services (DMAHS) implement a process of oversight, monitoring and reporting that is reliable in assuring compliance and transparency in the following areas:

- Ensure that transportation pick-up and return trips are timely and reliable

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

- Passengers should be picked up within 15 minutes of their scheduled pick-up time – to and from appointments
 - Implement a GPS system to organize and oversee the service in the most responsive way for users
- Ensure that all drivers receive requisite training, such as defensive driving, wheelchair securing and lift operation, cultural and disability sensitivity, passenger assistance, first aid, child safety, handling disruptive behavior and general customer service
 - Training must be completed before a driver can begin and regular refresher courses must be completed in order to maintain employment
- Implement measures to ensure safety of passengers, drivers and vehicles such as ensuring that vehicles are properly maintained, have working safety belts, and have passed inspection
 - All vehicle inspections must be up to date having passed inspection
 - All doors must be working properly
 - All seats must be present and equipped with a working seatbelt
 - Windshields must be free of cracks and have properly working wipers
 - Handicapped passenger equipment on vehicle must be in proper working condition
- Ensure quality accountability measures are taken, such as monitoring vendor to assure services contracted are being provided and following requisite procedures for taking and handling complaints
 - Monitor vendor to assure services contracted are being provided
 - Use driver cams to provide accountability of driver habits – monitor driver safety practices and treatment of passengers
 - Record all calls, including complaints, for quality assurance purposes

The above recommendations should be overseen and monitored by the contracted broker of services, compiled into a report and then submitted to DMAHS monthly to ensure that RFP specifications are being followed. This report should be available on the Division's web-site and also be presented to the Legislature on a yearly basis to ensure transparency. Sanctions for non-compliance would be defined, would be monetary and would require correction.

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Appendix A – Medicaid LogistiCare Transportation Feedback Survey

Medicaid LogistiCare Transportation Feedback Survey

The Mental Health Association in New Jersey (MAHNJ) is a statewide, private, non-profit advocacy organization that focuses on mental health preservation and promotion by improving access to treatment for children and adults with mental illnesses through advocacy efforts.

We want to give special thanks to our partner, Collaborative Support Programs of New Jersey (CSPNJ), for working with us to organize feedback meetings in the Wellness Centers, train Managers to facilitate the surveys, and plan with us in an ongoing capacity.

LogistiCare is New Jersey's Medicaid contracted non-emergency medical transportation service provider. **MHANJ and CSPNJ are not associated with LogistiCare in any way.**

Reasons for this survey:

1. Transportation is an integral part of getting people the help and services they need to achieve Wellness and Recovery
2. Consumers are reporting that LogistiCare Transportation is inconsistent in quality and reliability.
3. The MHANJ is concerned that without reliable and safe transportation, behavioral health consumers will experience disruptions in treatment

This survey is for behavioral health consumers who have Medicaid and use LogistiCare transportation services.

ALL answers and responses are completely confidential

Instructions:

1. Read each question carefully, and answer it as best you can
2. Please print clearly
3. When you have finished the survey, hand it in to the manager or group leader
4. **Make sure to only fill out one survey**

With your help, by completing this survey, the MHANJ can advocate for better Medicaid funded transportation services in New Jersey!

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Before You Start, Tell us:

I currently have Medicaid

- ☐ Yes
☐ No

I currently use LogistiCare

- ☐ Yes
☐ No

Punctuality and Reliability of LogistiCare Transportation

1. In your experience, has LogistiCare been **on time** and **reliable** in picking you up *in the last 6 months*?

- ☐ Yes
☐ No

If you answered 'No' above, please tell us if you have experienced any of the following with LogistiCare transportation *in the last 6 months* (if you check 'yes' on any of the following statements, write down the number of times that has happened *in the last 6 months*).

	Yes	No	# of times
I have been picked up 30+ minutes late for an appointment.			
I have been picked up 30+ minutes late after an appointment.			
I have missed an appointment because my transportation was late or did not show up.			
I have missed my transportation for personal reasons.			
Tell us more about your experience with LogistiCare transportation punctuality and reliability (optional) _____			

Safety of Transportation Services

2. Do you feel LogistiCare drivers and staff focus on **safety first**?

- ☐ Yes
☐ No

Tell us more, good or bad, for example, if you have seen a driver: obeying the posted speed limit, ensuring all passengers have a seatbelt, maintaining a safe traveling distance, aggressive/dangerous driving, speeding, texting or talking on the phone while driving, etc.

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Attitude of Staff

3. LogistiCare staff and/or drivers have treated me appropriately, for example: courteous, friendly, respectful, helpful, nice, etc.

- ☐ Yes
☐ No

If you answered 'No', please tell us how the LogistiCare transportation drivers and/or staff have treated you.

	Yes	No
LogistiCare staff and/or drivers have treated me inappropriately, for example: disrespectful, rude		
LogistiCare staff and/or drivers have made sexual comments/advances to me		
LogistiCare staff and/or drivers have cursed or yelled at me or other passengers		
LogistiCare staff and/or drivers have refused to accommodate my physical needs		
Other/Explain: _____		

4. I have seen a passenger acting in an un-safe or disruptive way, which required the driver to do something to resolve the situation.

- ☐ Yes
☐ No

If you answered yes, please tell us about how the driver handled the situation.

	Yes	No
The driver was able to help the passenger calm down safely		
The driver did nothing		
The driver called the police and let them handle it		
Other/Explain: _____		

Handling of Complaints

5. Have you ever filed, or tried to file, a complaint through LogistiCare?

- ☐ Yes
☐ No

What happened after you filed your complaint?

	Yes	No
My complaint was handled quickly and fairly		
It took a long time, but eventually I saw a positive change after I filed my complaint		
There was no response or change		
I have never filed a complaint because I am not sure how		
Other/Explain: _____		

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Overall Quality and Satisfaction

6. Please tell us how satisfied you are with the Overall Quality of LogistiCare transportation services.

- | | |
|---|---|
| <input type="checkbox"/> Completely satisfied | <input type="checkbox"/> Slightly satisfied |
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Not at all satisfied |
| <input type="checkbox"/> Moderately satisfied | |

Please explain:

7. I have stopped using LogistiCare because services are not consistent or timely

- ☐ Yes
☐ No

County

8. What county do you live in (check one)?

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Atlantic County | <input type="checkbox"/> Essex County | <input type="checkbox"/> Middlesex County | <input type="checkbox"/> Salem County |
| <input type="checkbox"/> Bergen County | <input type="checkbox"/> Gloucester County | <input type="checkbox"/> Monmouth County | <input type="checkbox"/> Somerset County |
| <input type="checkbox"/> Burlington County | <input type="checkbox"/> Hudson County | <input type="checkbox"/> Morris County | <input type="checkbox"/> Sussex County |
| <input type="checkbox"/> Camden County | <input type="checkbox"/> Hunterdon County | <input type="checkbox"/> Ocean County | <input type="checkbox"/> Union County |
| <input type="checkbox"/> Cape May County | <input type="checkbox"/> Mercer County | <input type="checkbox"/> Passaic County | <input type="checkbox"/> Warren County |
| <input type="checkbox"/> Cumberland County | | | |

I Need Transportation For...

9. This question is **not** about your experience with LogistiCare transportation services. Please tell us what other regular activities you need or would like transportation for. (check **ALL** that apply)

- | | |
|---|--|
| <input type="checkbox"/> For Grocery Shopping | <input type="checkbox"/> To go to Worship services |
| <input type="checkbox"/> To get to groups | <input type="checkbox"/> To visit with friends or family |
| <input type="checkbox"/> For socialization and activities | <input type="checkbox"/> To get to work or where I volunteer |
| <input type="checkbox"/> To get to the Wellness or Self-Help Center | <input type="checkbox"/> Other (please specify)_____ |

Medicaid LogistiCare Transportation Feedback Survey: Statewide Profile

Appendix B – Instructions

Medicaid LogistiCare Transportation Feedback Survey - Manager's Instructions

The Mental Health Association in New Jersey (MAHNJ) is a statewide, private, non-profit advocacy organization that focuses on mental health preservation and promotion by improving access to treatment for children and adults with mental illnesses through advocacy efforts.

We want to give special thanks to our partner, Collaborative Support Programs of New Jersey (CSPNJ), for working with us to organize feedback meetings in the Wellness Centers, train Managers to facilitate the surveys, and plan with us in an ongoing capacity.

LogistiCare is New Jersey's Medicaid contracted non-emergency medical transportation service provider. **MHANJ and CSPNJ are not associated with LogistiCare in any way.**

Reasons for this survey:

1. Transportation is an integral part of getting people the help and services they need to achieve Wellness and Recovery
2. Consumers are reporting that LogistiCare Transportation is inconsistent in quality and reliability.
3. The MHANJ is concerned that without reliable and safe transportation, behavioral health consumers will experience disruptions in treatment

Instructions:

1. Hand-out the survey to all **behavioral health consumers who have Medicaid and currently use or have used LogistiCare Transportation services in the last 6 months**
2. Explain that the MHANJ is a non-profit organization, looking to learn more about the issues that consumers experience with LogistiCare transportation services, in order to advocate for better treatment and services
 - ✓ It is important to make sure those taking the survey understand that the **MHANJ & CSPNJ do not work with or for Medicaid or LogistiCare**
3. Tell participants that ALL answers are completely confidential – **do not** put names on surveys
4. Instruct them to **print clearly**
5. There might be some participants who attend more than one group that is partaking in this survey. **Make sure that you instruct participants to NOT complete the survey if they have already completed it at another location.**
6. Stay with the group while they complete the survey to answer questions they might have and make sure that they answer each question as best they can
7. When finished, collect the completed survey's and mail back to the MHANJ Verona office by January 15, 2016

MHANJ

ATTN: Cynthia Spadola, Transportation Survey

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Verona, NJ 07044