

Janet T. Mills
Governor

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Commissioner



Maine Department of Health and Human Services
Office of MaineCare Services, Member Services
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Casehead First Name Last Name
Street Address
City, ME. Zip

August 12, 2022

Dear MaineCare Member,

MaineCare's Non-Emergency Transportation (NET) program is available if you have no other means of transportation and need rides to MaineCare covered services. If you want to learn more about this program, call your NET broker or MaineCare Member Services at 1-800-977-6740. For the NET broker near you, see the attached list.

Like many sectors, the NET program has been affected by the COVID-19 pandemic. Due to a significant loss of drivers, you may be experiencing missed or late trips. We know this can be disruptive to your ability to access services. We are working to improve the situation. There are four ways you can help:

1) Trip Cancellation Notice. If you need to cancel a trip, please do so at least **one day before** the scheduled trip. This gives the NET broker enough time to reassign your driver to another member who needs a ride.

- We have over 2,000 "no-shows" every month. A no-show is when a member does not cancel a trip, but when the driver arrives to pick up the member, the member does not take the trip. No-shows make it harder for us to provide rides to everyone who needs one.
- If a member no-shows three times in a two-month period, the NET broker may modify a member's NET service so that the member can better manage their own schedule. This can include the broker buying bus tickets for a member to use public transit, if locally available, or providing mileage reimbursement.

2) Be Ready When Driver Arrives. As with school buses and other forms of public transit, riders need to be ready at or a few minutes before the scheduled pickup time so drivers can get to the destination on time then continue with other rides. When a member is not ready and the driver has to wait, other members' trips are delayed, and some members, including you, could miss appointments.

3) Mileage Reimbursement. If you, a friend, or a family member have a car, we encourage you to ask your NET broker about the mileage reimbursement program. This program can reimburse you, a friend, or family member for use of a personal vehicle when traveling to a MaineCare covered service. It will give you more flexibility in trip planning and leaves our drivers available for other trips.

4) Become a Driver! The NET program needs volunteer and professional drivers. NET pays volunteer drivers mileage reimbursement to drive MaineCare members to their appointments. It's a great way for you to help people in your community. We encourage you or others you know to contact your NET broker and ask about full-time and part-time professional driver opportunities.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Probert". The signature is written in a cursive, flowing style.

Michelle Probert
Director, Office of MaineCare Services

Non-Emergency Transportation Brokers

If you live in:	Your contact is:
Androscoggin County – All Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5180 or submit requests online at https://modivcare.com/ .
Aroostook County – All Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5174 or submit requests online at https://modivcare.com/ .
Cumberland County – Brunswick and Harpswell	Your broker is MidCoast Connector. You can call them at 1-855-930-7900 and download reimbursement forms at midcoastconnector.org .
Cumberland County – All Other Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5178 or submit requests online at https://modivcare.com/ .
Franklin County – All Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5180 or submit requests online at https://modivcare.com/ .
Hancock County – Town of Danforth	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5174 or submit requests online at https://modivcare.com/ .
Hancock County – All Other Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5176 or submit requests online at https://modivcare.com/ .
Kennebec County – All Towns	Your broker is Penquis CAP. You can call them at 1-844-736-7847 or visit their website at www.penquis.org .
Knox County – Town of Isle au Haut	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5174 or submit requests online https://modivcare.com/ .
Knox County – All Other Towns	Your broker is MidCoast Connector. You can call them at 1-855-930-7900 and download reimbursement forms at midcoastconnector.org .
Lincoln County – All Towns	Your broker is MidCoast Connector. You can call them at 1-855-930-7900 and download reimbursement forms at midcoastconnector.org .

If you live in:	Your contact is:
Oxford County – Towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-877-659-1302 or submit requests online at https://modivcare.com/ .
Oxford County – All Other Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5180 or submit requests online at https://modivcare.com/ .
Penobscot County – Town of Patten	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5174 or submit requests online at https://modivcare.com/ .
Penobscot County - All other Towns	Your broker is Penquis CAP. You can call them at 1-855-437-5883 or visit their website at www.penquis.org .
Piscataquis County – All Towns	Your broker is Penquis CAP. You can call them at 1-855-437-5883 or visit their website at www.penquis.org .
Sagadahoc County – All Towns	Your broker is MidCoast Connector. You can call them at 1-855-930-7900 and download reimbursement forms at midcoastconnector.org .
Somerset County- All Towns	Your broker is Penquis CAP. You can call them at 1-844-736-7847 or visit their website at www.penquis.org .
Waldo County – All Towns	Your broker is MidCoast Connector. You can call them at 1-855-930-7900 and download reimbursement forms at midcoastconnector.org .
Washington County – All Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-855-608-5176 or submit requests online at https://modivcare.com/ .
York County- All Towns	Your broker is Modivcare, formerly LogistiCare. You can call them at 1-877-659-1302 or submit requests online at https://modivcare.com/ .