

## **North Carolina Department of Health and Human Services**

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Beverly Eaves Perdue, Governor

Albert A. Delia, Acting Secretary

August 29, 2012

The Honorable Justin Burr, Co-Chair  
Joint Legislative Oversight Committee  
on Health and Human Services  
North Carolina House of Representatives  
Room 538, Legislative Office Building  
Raleigh, NC 27603

The Honorable Louis Pate, Co-Chair  
Joint Legislative Oversight Committee  
on Health and Human Services  
North Carolina Senate  
Room 406, Legislative Office Building  
Raleigh, NC 27603

The Honorable Nelson Dollar, Co-Chair  
Joint Legislative Oversight Committee  
on Health and Human Services  
North Carolina House of Representatives  
Room 307B1, Legislative Office Building  
Raleigh, NC 27603

Dear Representative Burr, Representative Dollar, and Senator Pate:

Section 10.7(c) of Session Law 2012-142, requires the Division of Medical Assistance to submit a written report to the Joint Legislative Oversight Committee on Health and Human Services and the Joint Legislative Transportation Oversight Committee by September 15, 2012, which includes:

(1) An analysis of nonemergency transportation brokerage services implemented in other states that examines:

- a. State-level governance and program performance evaluation;
- b. Assignment of geographic regions for operating and monitoring purposes;
- c. Quality of transportation service delivery and recipient access;
- d. Accuracy of eligibility determinations;
- e. Pricing models;
- f. Contract structure, including terms and conditions;
- g. Cost of service;

(2) Assessment of the current coordination of human services transportation within North Carolina and the potential impact of brokerage services on transit system funding and operations; and

(3) A cost-benefit analysis of implementing a statewide NEMT brokerage model for Medicaid recipients.

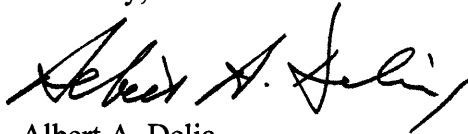


Representative Burr, Representative Dollar, and Senator Pate  
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To allow for the compilation and analysis of sufficient data to support the report, the Division anticipates submitting the report no later than October 15, 2012.

Please direct all questions concerning this report to Sheila Platts, Assistant Director, Recipient and Provider Services, at (919) 855-4000.

Sincerely,

A handwritten signature in black ink, appearing to read "Albert A. Delia". The signature is fluid and cursive, with the first name "Albert" being more prominent.

Albert A. Delia

AAD:wja

cc: Michael Watson  
Beth Melcher  
Sharnese Ransome  
Jim Slate  
John Dervin  
Pam Kilpatrick  
Lisa Hollowell  
Sarah Riser  
Rennie Hobby  
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