

# Request for Information



State of Alaska  
Department of Health  
Division of Health Care Services

**Date Issued: 4 JUNE 2025**  
**Response Deadline: 8 JULY 2025, 2:30PM**

## NEMT GROUND TRANSPORTATION BROKER

### **Introduction:**

The State of Alaska, Department of Health (DOH), Division of Health Care Services (DHCS) is seeking letters of interest from qualified parties capable and interested in operating and managing access to care through the facilitation of non-emergency ground transportation (NEMT) for eligible Medicaid recipients. The interested party should consider its ability to assist eligible Medicaid recipients with transportation services to medical appointments, including coverage of ground transportation, airfare, ferry transportation, lodging, and meals.

The RFI process is intended to be less formal than the RFP (Request for Proposals) and provides for interaction between the State and an interested party to provide clarity or answer direct questions. HCS would like any interested party to respond to their best of their ability, and call attention to parts of the **Minimum Requirements, Scope of Work, Deliverables and Pricing/Budget** that should be adjusted in a possible formal solicitation to better accommodate them.

**The Bottom Line:** This RFI includes deliverables that HCS believes it wants or needs. Input from interested parties will assist the State determine if its expectations are reasonable or if alternate methods or thought processes are possible to deliver this essential service.

**NOTE:** This Request for Information (RFI) does not constitute a formal solicitation. The purpose of the RFI is to determine if there are qualified offerors available that would be interested in bidding on these services. The State may use this information to potentially develop a future solicitation.

### **Background Information:**

Alaska Medicaid's Transportation Programs facilitate access to care for enrolled Alaskans who otherwise may not have a reliable means of getting to Medicaid services.

A RFI with a similar theme and objectives was in May of 2019. DHCS was considering outsourcing the dispatching and servicing of this program, as this work is currently being performed in-house. The posting resulted in responses from some interested parties, however DHCS was unsure if it could properly fund a broker at that time, thus no formal solicitation for this work was ever issued. Transportation in Alaska is often complicated by many villages without road access and limited healthcare resources requiring travel by plane and/or ferry to get needed care. Additionally, limited flight schedules result in longer stays away from home for members. Alaska Medicaid Transportation Programs are designed to overcome these barriers by covering air and ferry transports, lodging and meals, and ground transportation such as taxi and wheelchair van transports. Transportation services are managed through four separate programs: NEMT, EPSDT, HCBW, and ambulance services.

All travel via the NEMT program must be authorized by Alaska Medicaid prior to travel occurring. To authorize travel, the member's healthcare provider submits a request to the department's authorizing entities. Service authorizations may be requested and authorized 1 year in advance.

There are five key components that must be established for travel to be covered. Healthcare providers must provide supporting information for all 5 components. The provider will provide the request to the Broker, including these qualifying components for their client:

- **Medicaid Benefit:** Both the referring and receiving healthcare provider must be an enrolled provider with Alaska Medicaid. Exceptions include military and VA facilities as well as emergency situations where the member was traveled to the closest acute care hospital that could meet their needs.
- **Covered Service:** The service the travel is needed for must be an Alaska Medicaid-covered service.
- **Closest, Most Appropriate Provider:** Transportation must be to the closest most appropriate healthcare provider that can meet the member's needs. However, Alaska Natives may be approved for traveling to the nearest tribal health facility. Does not apply to travel services in a member's home community.
- **Medical Necessity:** The healthcare service(s) must be reasonable, necessary, and appropriate, based on evidence-based clinical standards of care. Medical necessity also applies to products used to treat or prevent diseases and disorders. Alaska Medicaid uses criteria established by the Department of Health or by standards of practice applicable to the ordering or referring healthcare provider's license or certification.

### Authorizing Entities

The Department partners with contractors and tribal health organizations to authorize travel around the state in accordance with the Division of Health Care Services (DHCS) policies, procedures, and coverage criteria. Authorized entities include:

- **Medicaid Travel Arranger:** *HMS, a Gainwell Technologies Company*, is the Alaska Medicaid fiscal agent responsible for authorizing travel for the NEMT program.
- **Medicaid Travel Office:** *Corporate Travel Management (CTM)* books commercial air, chartered flights, and ferry for travel authorized through HMS.
- **Tribal Travel Management Office (TMO):** Tribal Travel Management Offices (TMOs) authorize, book, and manage Medicaid transportation for their affiliated patients enrolled in Alaska Medicaid. Three tribal health organizations participate in the NEMT program:
  - ~ Alaska Native Tribal Health Consortium (ANTHC): <https://www.anthc.org/travel/>
  - ~ Tanana Chief Conference (TCC): <https://www.tananachiefs.org/contact/>
  - ~ Yukon Kuskokwim Health Corporation (YKHC): <https://www.ykhc.org/services/>

### Travel Voucher Utilization

Travel vouchers are written and distributed to members by the requesting or the receiving providers. Each voucher represents approval for a one-way trip (i.e., each origin to destination with no stops in between). Upon pick up, the member will give a single voucher to the driver as proof the Department has approved the ground transportation. The driver must ensure the voucher is complete, verify the identity of the member and escort if applicable, and record pick-up and drop-off locations and any other information used to determine the rate (i.e., mileage and time). Vouchers are written or printed on tamper proof paper that indicate VOID if attempting to duplicate.

The Department is interested in establishing alternative methods of delivering transportation services. Travel vouchers are no longer meeting the needs of the program for the following reasons:

- **Medical Provider Burden:** Writing, tracking, mailing, and ordering vouchers is administratively burdensome on the healthcare providers causing some to refuse participation.
- **Member Access to Vouchers:** It can be challenging for members to get vouchers in time for their travel, get more vouchers if needed in the middle of a travel event, and members may lose vouchers.
- **Incorrect or Incomplete Vouchers:** Transportation providers have difficulty getting paid for services provided due to vouchers being incorrectly filled out.

### ***Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Transportation***

EPSDT transportation is a component of non-emergency medical transportation that provides additional allowances and assistance to ensure Alaska Medicaid members under 21 years old as well as pregnant members to have access to care. EPSDT includes coverage of ground transportation and reimbursement for some gasoline expenditures for members using their own method of transportation. The EPSDT Transportation program is the only transportation program that utilizes public transportation and gasoline reimbursement as a modality.

Services must be authorized by Alaska Medicaid prior to travel occurring. The Division of Health Care Services (DHCS) approves authorizations for Anchorage, Mat-Su Valley, and the Kenai Peninsula. Other locations are generally approved by local public health offices. If unable to access through the local public health office, DHCS will authorize the event.

### ***Home and Community Based Waiver (HCBW) Transportation***

The HCBW Transportation program covers ground transportation to non-medical events associated with authorized HCBW services. Is only available to members with an approved Waiver plan of care that includes transportation services.

Agencies providing Waiver Transportation services must be certified through the Division of Senior and Disabilities Services (SDS). The agency must meet provider conditions of participation. Interested parties can view the following website to get additional information: <https://health.alaska.gov/dsds/Pages/regulations/default.aspx>

### ***Modes of Ground Transportation Available through Alaska Medicaid:***

The type of transportation varies by location and program with the most commonly used form of ground transportation being taxi cabs / vehicles for hires. Alaska Medicaid currently authorizes the following types of transportation.

- NEMT: Bus, Shuttle, Taxis, Wheelchair Vans
- EPSDT: Gasoline Reimbursement, Bus Passes, Taxis
- HCBW: Wheelchair vans
- Ambulance: Ground, Air, and Water

The State of Alaska is interested in expanding services outside of the above-mentioned modalities. Modalities of interest include transportation networks, stretcher vans, and secure transports.

### ***Transportation Provider Enrollment:***

Agencies providing transportation services must enroll with Alaska Medicaid. Transportation providers are required to submit a copy of their business license or taxi certificate and hold all certificates and licenses required by law to perform the services. Additionally, Medicaid-enrolled NEMT providers in Alaska must be compliant with the attestation provisions of the Consolidated Appropriations Act of 2021. DOH requires that all ground transportation provider organizations/individual drivers submit signed attestations to the department. Interested parties can view the attestations on the following website:

<https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Sites/EnrollmentForms.html>

### ***Provider Reimbursement:***

Ground transportation services are reimbursed at billed charges for all modalities except wheelchair van which has a set urban and rural rate. The information on the transportation voucher the driver collects is used to submit a claim to the department. Claims must be submitted to the Health Care Services for reimbursement. For claims at or above \$80, a copy of the voucher and proof of transit must be attached. Claims may be submitted via paper, web portal, or electronic submission. All claims are validated through the Medicaid Management Information System (MMIS) prior to reimbursement with exception to EPST transportation providers which are processed through administrative claiming of invoices submitted by the provider.

Rates may be viewed on the Transportation Fee Schedule found on the following website: <https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Sites/FeeSchedule.html>

**SFY23 Ground Transportation Data Summary:**

<b>Southcentral Region</b>	<b>\$2,204,517</b>	<b>Southeast Region</b>	<b>\$30,641</b>
Number of Transportation Providers	7	Number of Transportation Providers	2
Number of One-Way Trips	92,225	Number of One-Way Trips	832
Average Cost Per One-Way Trip	\$ 23.90	Average Cost Per One-Way Trip	\$36.83
Members Utilizing NEMT (Ground)	11,381	Members Utilizing NEMT (Ground)	197
Total Enrolled Members (As of 4/2024)	90,585	Total Enrolled Members (As of 4/2024)	22,907
<b>Gulf Coast Region</b>	<b>\$483,853</b>	<b>Southwest Region - No Active Enrollments</b>	<b>\$0</b>
Number of Transportation Providers	6	Number of Transportation Providers	0
Number of One-Way Trips	14,068	Number of One-Way Trips	0
Average Cost Per One-Way Trip	\$34.39	Average Cost Per One-Way Trip	0
Members Utilizing NEMT (Ground)	568	Members Utilizing NEMT (Ground)	0
Total Enrolled Members (As of 4/2024)	29,608	Total Enrolled Members (As of 4/2024)	24,423
<b>Interior Region</b>	<b>\$334,533</b>	<b>Out-of-State Expenditures</b>	<b>\$289,667</b>
Number of Transportation Providers	3	Number of Transportation Providers	3
Number of One-Way Trips	11,639	Number of One-Way Trips	7,246
Average Cost Per One-Way Trip	\$28.74	Average Cost Per One-Way Trip	\$39.98
Members Utilizing NEMT (Ground)	1,211	Members Utilizing NEMT (Ground)	858
Total Enrolled Members (As of 4/2024)	29,207	Total Enrolled Members (As of 4/2024)	1,004
<b>Mat-Su Region</b>	<b>\$418,153</b>	<b>Statewide (NEMT)</b>	<b>\$ 3,761,364</b>
Number of Transportation Providers	5	Number of Transportation Providers	26
Number of One-Way Trips	5,655	Number of One-Way Trips	131,665
Average Cost Per One-Way Trip	\$ 73.94	Average Cost Per One-Way Trip	\$39.56
Members Utilizing NEMT (Ground)	615	Members Utilizing NEMT (Ground)	13,972
Total Enrolled Members (As of 4/2024)	38,845	Total Enrolled Members (As of 4/2024)	249,556
<b>Northern Region - No Active Enrollments</b>	<b>\$0</b>	<b>Statewide (HCBW)</b>	<b>\$6,210,411</b>
Number of Transportation Providers	0	Number of Transportation Providers	23
Number of One-Way Trips	0	Number of One-Way Trips	129,373
Average Cost Per One-Way Trip	0	Average Cost Per One-Way Trip	\$48.00
Members Utilizing NEMT (Ground)	0	Members Utilizing NEMT (Ground)	1,200
Total Enrolled Members (As of 4/2024)	12,977	Total Members Eligible for HCBW	5,440

**Region Key:**

Alaska Region	Village/City	Village/City	Village/City
<b>Southcentral</b> Regional Hospitals: <ul style="list-style-type: none"> <li>Alaska Native Medical Center (ANMC)</li> <li>Providence Alaska Medical Center</li> <li>Alaska Regional Hospital</li> </ul>	Anchorage	Eagle River	Girdwood
	Chugiak	Eklutna	Peters Creek
<b>Matanuska Susitna Valley</b> Regional Hospitals: <ul style="list-style-type: none"> <li>Mat-Su Regional Medical Center</li> <li>Benteh Nuutah Valley Native Primary Care Center</li> </ul>	Big Lake	Skwentna	Wasilla
	Birch Creek	Sutton	Trapper Creek
	Houston	Talkeetna	Willow
	Palmer	Trapper Creek	

**Region Key (CONTINUED):**

Alaska Region	Village/City	Village/City	Village/City
<b>Gulf Coast</b> Regional Hospitals: <ul style="list-style-type: none"> <li>• <i>South Peninsula Hospital</i></li> <li>• <i>Peninsula Community Health Services Medical Center</i></li> <li>• <i>Central Peninsula Hospital</i></li> <li>• <i>Providence Kodiak Island Medical Center</i></li> <li>• <i>Providence Valdez Medical Center</i></li> </ul>	Anchor Point	Karluk	Ouzinkie
	Chitina	Kasilof	Port Lions
	Chuathbaluk	Kelp Bay	Seldovia
	Clam Gulch	Kenai/Soldotna	Seward
	Cooper Landing	Kenny Lake	Sterling
	Copper Center	Kodiak	Tatitlek
	Cordova	Larson Bay	Tyonek
	Gakona	Nikiski	Umnak Island
	Glennallen	Nikolaevsk	Valdez
	Golovin	Ninilchik	Whittier
	Homer	Old Harbor	
<b>Interior</b> Regional Hospitals: <ul style="list-style-type: none"> <li>• <i>Fairbanks Memorial Hospital</i></li> <li>• <i>Chief Andrew Isaac Health Center</i></li> </ul>	Allakaket	Galena	Northway
	Anderson	Grayling	Nulato
	Arctic Village	Healy	Rampart
	Beaver	Healy Lake	Ruby
	Central	Hughes	Salcha
	Circle	Huslia	Stevens Village
	Delta Junction	Kaltag	Tanacross
	Eagle	Koyukuk	Tanana
	Fairbanks	Manley Hot Springs	Tok
	Fort Wainwright	Minto	Two Rivers
	Fort Yukon	Nenana	Venetie
<b>Northern</b> Regional Hospitals: <ul style="list-style-type: none"> <li>• <i>Norton Sound Regional Hospital</i></li> <li>• <i>Samuel Simmonds Memorial Hospital</i></li> </ul>	Ambler	Kivalina	Selawik
	Anaktuvuk Pass	Kobuk	Shaktolik
	Atkasuk	Kotzebue	Shishmaref
	Barter Island	Koyuk	Shungnak
	Brevig Mission	Noatak	Stebbins
	Buckland	Nome	Teller
	Deering	Noorvik	Unalakleet
	Elim	Nuiqsut	Utqiagvik (Barrow)
	Gambell	Point Hope	Wainwright
	Kaktovik	Point Lay	Wales
	Kiana	Savoonga	White Mountain
<b>Southeast</b> Regional Hospitals: <ul style="list-style-type: none"> <li>• <i>Juneau Medical Clinic</i></li> <li>• <i>Bartlett Regional Hospital</i></li> <li>• <i>Mt. Edgecumbe Medical Center</i></li> <li>• <i>PeaceHealth Ketchikan Medical Center</i></li> </ul>	Angoon	Kake	Skagway
	Craig	Ketchikan	Tenakee Springs
	Gustavus	Klawock	Tetlin
	Haines	Metlakatla	Thorne Bay
	Hoonah	Pelican	Wrangell
	Hydaburg	Petersburg	Yakutat
	Hyder	Port Alexander	
	Juneau	Sitka	

**Region Key (CONTINUED):**

Alaska Region	Village/City	Village/City	Village/City
<b>Southwest</b> Regional Hospitals: <ul style="list-style-type: none"> <li>• <i>Kanakanak Hospital</i></li> <li>• <i>Yukon Kuskokwim Delta Regional Hospital</i></li> </ul>	Akiak	King Salmon	Nunapitchuk
	Aleknagik	Kipnuk	Perryville
	Aniak	Kokhanok	Pilot Point
	Atmautluak	Kongiganak	Pilot Station
	Bethel	Kotlik	Platinum
	Chefornak	Kwethluk	Port Alsworth
	Chevak	Kwigillingnok	Port Heiden
	Chignik	Levelock	Quinhagak
	Chignik Bay	Lower Kalskag	Red Devil
	Chignik Lake	Manokotak	Russian Mission
	Clarks Point	Marshall	Scammon Bay
	Crooked Creek	Mekoryuk	Sleetmute
	Dillingham	Mentasta	South Naknek
	Dutch Harbor/Unalaska	Mountain Village	St. Mary's
	Eek	Naknek	Togiak
	Ekwok	Napakiak	Toksook Bay
	Emmonak	Napaskiak	Tuluksak
	Goodnews Bay	New Stuyehok	Tuntutuliak
	Hooper Bay	Newtok	Tununak
	Igiugig	Nightmute	Twin Hills
	Kasigluk	Nondalton	

Provider Web Pages, Manuals, and Guidance:

- **NEMT Program Arranging Patient Travel Website:** Intended for healthcare providers arranging travel for patients.  
[https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Sites/Arranging\\_Patient\\_Travel.html](https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Sites/Arranging_Patient_Travel.html)
- **NEMT Program Arranging Patient Travel Instruction Manual:**  
[https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Manuals/Arranging\\_Patient\\_Travel\\_.pdf](https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Manuals/Arranging_Patient_Travel_.pdf)
- **NEMT Program Non-Emergent Transportation and Accommodation Billing Manual:**  
[https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Manuals/Non-Emergent\\_Transp\\_and\\_Accomm.pdf](https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Manuals/Non-Emergent_Transp_and_Accomm.pdf)
- **NEMT Program Training Presentation on Transportation Services:**  
<https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Presentations/Transportation.pdf>
- **EPSDT Webpage:** [https://health.alaska.gov/dhcs/Pages/epsdt\\_hcs.aspx](https://health.alaska.gov/dhcs/Pages/epsdt_hcs.aspx)
- **EPSDT Transportation Flyer:** <https://health.alaska.gov/dhcs/Documents/EPSDT/EPSDT-Transportation-Flyer-10-2013.pdf>
- **HCBW Provider Certification Webpage:** <https://health.alaska.gov/dsds/Pages/provider/default.aspx>
- **HCBW Conditions of Participation:**  
<https://health.alaska.gov/dsds/Documents/regspackage/TransportationServicesCOP.pdf>

Member Outreach, Handbook, and Guidance:

- **Alaska Medicaid Recipient Handbook (available in multiple languages):**  
<https://health.alaska.gov/dhcs/Documents/PDF/Recipient-Handbook.pdf>
- **EPSDT Transportation:** <https://health.alaska.gov/dhcs/Documents/EPSDT/EPSDT-Transportation-Flyer-10-2013.pdf>

Member Outreach, Handbook, and Guidance: (CONTINUED)

- **Medical Transportation and Escort Coverage:** [https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Updates/NEMT\\_Escort\\_Coverage\\_Flyer\\_20231129.pdf](https://extranet-sp.dhss.alaska.gov/hcs/medicaidalaska/Provider/Updates/NEMT_Escort_Coverage_Flyer_20231129.pdf)

**Travel Tips for Members and Escort(s) – Page 18:** <https://health.alaska.gov/dhcs/Documents/PDF/Recipient-Handbook.pdf>

**Scope of Work**

If DOH conducts a solicitation for these services, the selected contractor will assist the State in operating and managing access to care through the facilitation of non-emergency ground transportation for eligible Medicaid recipients.

The deliverables listed below are the products that HCS has determined are required to accomplish the required service. If an interested party has additional work they see as an integral part of the program, please include those ideas in the response.

**Deliverables**

If DOH conducts a solicitation, it may include the following seven (7) deliverables in the solicitation:

**PRIMARY:**

1. Outsource management of ground transportation for the Alaska Medicaid Non-Emergency Medical Transportation (NEMT) program.
2. Finding alternative approaches to the use of paper vouchers.
3. Incorporate the utilization of public transportation in locations where it is available and accessible.
4. Incorporate the utilization of Transportation Network Companies as defined in [AS 28.23.180\(4\)](#) (i.e., Lyft and Uber).

**SECONDARY:**

1. Management of ground transportation for both the Early Periodic Screening, Diagnosis, and Treatment (EPSDT) program and the Home and Community Based Waiver (HCBW) program.
2. Collaboration on future development of the program to increase access in communities with no ground transportation providers.
3. Exploration of other methods of delivering services such as secure transports and stretcher vans.

**Budget**

The Alaska Department of Health, Division of Health Care Services has used the tables above and the State of Utah's current brokerage one-way rate of to provide a budget estimate \$630,00.00 for the first year. If the results of this RFI supports a Formal Procurement, DHCS will likely issue it to cover a five year period (a one year initial contract with four optional 1 year renewals)

The Division has researched how other states are receiving this service, and the following reimbursement methods ascertained are below. DHCS is interested to learn and understand if the interest party has alternatives to these methods and/or can suggest a different model for reimbursement.

- **Per member per month (PMPM): Broker receives capitated PMPM payment**
- **Flat rate:** Brokers receive a flat rate based on the number of qualified beneficiaries in the region or service areas

- **Administrative Fee:** Actual cost of transportation services plus administrative fee
- **Administrative Fee:** Transportation provider paid at fee schedule rate and Broker is paid an administrative fee

**Response Information:**

Responses should not exceed 25 pages, and should address the following areas:

- Respondents should introduce their firm and provide some background information about their experience and capacity to provide the services identified in this RFI.
- Identify other states or government entities you currently provide transportation broker services for.
- Provide clear information regarding programs offered that can help achieve the State's interests.
- Recommend service models that will best meet the requirements of this RFI.
- Identify any risks or concerns associated with the scope of work as currently described. Where possible, provide one or more alternatives or suggested strategies to reduce risks and/or ameliorate concerns.
- Provide a cost model that best works for these services and an estimated budget\* which references the deliverables for services as described in the section above. Please use costing based on one year's work of providing the service.
- The State understands that one organization may not be able to provide service to all locations in the "Key Regions" table above. Offers are asked to relate which regions they are interested in/able to provide service for, and to relate a plan and suggested budget for each location.

\* Submitted estimated budgets in this RFI are intended for information gathering purposes. Any potential future formal solicitations arising from this RFI will allow respondents to submit updated detailed budgets.

**Submission Instructions:**

Applicants/firms must submit their response as a PDF file, sent via email, by July 8, 2025, at 2:30PM. Responses should be attached and sent via email to the following:

**R. Todd Webster**

Procurement Officer

Alaska Department of Health

russell.webster@alaska.gov

907-268-4847

It is the responsibility of the interested party to follow up with the person(s) listed above to ensure your response was received prior to the time and date specified at the top of this RFI.

**Important Notice:**

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. Nor will the State be financially responsible for any costs associated with the preparation of any response for the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a purchase, contract, or solicitation in the future.