

# Non-Emergency Medical Transportation: A Crucial Link in the Healthcare Journey

Statistics and lived experience show that transportation is key to healthcare access. A relatively inexpensive ride can mean the difference between a patient getting preventative or life-sustaining care and missing important appointments—which can lead to worse health outcomes and even ER visits. The good news is that highly integrated operations and improved technology can make non-emergency medical transportation (NEMT) more efficient, member-centered, and accountable, ensuring that patients get the care they need while also preventing fraud, waste, and abuse.

## Transportation Challenges Are Real and Consequential

**5.8 million**

Nearly 6 million adults in the U.S. reported delaying medical care in the previous year due to a lack of transportation.

- American Journal of Public Health

**24%**

About 1 in 4 adults in the U.S. experience some form of transportation insecurity; More than half of adults who experience poverty also live with transportation insecurity.

- The University of Michigan

**84%**

More than 8 out of 10 surveyed health industry professionals say transportation to medical care creates the greatest barrier to care for health plan members.

- SafeRide Health 2024 NEMT Industry Survey

**2.6x**

Americans with unmet transportation needs are 2.6 times more likely to report multiple ER visits in a year compared to those with reliable access to transportation.

- McKinsey & Company Consumer Social Determinants of Health Survey

## When Is Transportation a Covered Healthcare Benefit?

**3-4m**

Coverage for transportation is federally mandated under Medicaid, which provides rides to 3-4 million enrollees annually, or 4-5% of total Medicaid enrollment.

- U.S. Department of Health and Human Services

**11%**

NEMT usage among Medicaid enrollees varies by state, with Minnesota, Arizona, Maine, Wisconsin, and Alaska seeing the highest rates. Nearly 11% of Alaska Medicaid enrollees used NEMT in 2021.

- Health Management Associates

**36%**

In 2024, 36% of Medicare Advantage plans offered transportation as a supplemental benefit to their members, recognizing the growing needs of the country's aging population.

- KFF

**91%**

Transportation is a common benefit for people in MA special needs plans (SNPs), who typically face more health disparities, with 91% of SNPs offering transportation benefits today compared to 74% in 2015.

- KFF

## Meeting & Exceeding NEMT Needs

**12 million**

SafeRide Health, one of the nation's top three non-emergency transportation brokers, will deliver more than 12 million rides to Medicare Advantage & Medicaid MCO members by 2026.

**65+**

Across the nation, SafeRide serves the members of more than 65 clients, including MA health plans, Medicaid MCOs, provider networks, and group retiree plans.

**0.2%**

Across the NEMT industry, a typical benchmark for complaints and grievances is 1% of all rides; SafeRide's average grievance rate is well below that, at 0.2% of rides.

**99%**

With its integrated nationwide network and advanced data insights, SafeRide has earned its reputation for raising the bar for the NEMT industry, with a 99% fulfillment rate that ensures no one misses care because of a missed ride.

**4.8**

After every ride, SafeRide sends eligible passengers a survey to ensure they had a positive experience, and the vast majority report they did, with an average ride rating of 4.8/5 stars.

Find out more about SafeRide Health at [saferidehealth.com](https://saferidehealth.com).