



York County Community Action Corp.
6 Spruce Street
Sanford, ME 04073

December 17, 2013

An Open Letter to York County Residents:

Since August 1, you have been reading about the State's new system to provide non-emergency medical transportation to MaineCare members. The rollout of the new system, which interposes a third party, or a "broker", between riders and the transportation provider has not gone well.

Last week, York County Community Action Corporation (YCCAC) announced that, despite our best efforts, we can no longer sustain this part of our transportation program. We have been providing this service to York County residents for more than 30 years; we hope you understand that this is not a decision we came to lightly.

Providing high quality, reliable and affordable transportation to MaineCare members is something we have taken great pride in over the years. Our program has been successful because it was implemented by dedicated staff and remarkably generous York County volunteers, who have given of their time and driven millions of miles annually using their own vehicles, so that their vulnerable, disabled and elderly neighbors could get essential health care.

It is important to bear in mind that this service does not belong to YCCAC, and it doesn't belong to the State or its Atlanta-based broker. It is 100% publicly funded, and therefore it belongs to you, the taxpayers.

This year the State will pay the new broker in York County \$5.3 million to arrange transport for MaineCare members. This is considerably more money than has historically been spent on Medicaid transportation in our region and it is a significant investment. You have the right to demand that the service be responsive and reliable.

Since August 1, we have spent thousands of dollars and untold hours attempting to redesign our workflow to fit with the new system. Regrettably, we have not been success-

6 Spruce Street	•	PO Box 72	•	Sanford, ME 04073
207 324-5762	•	FAX 207 490-5026	•	TDD: 207 490-1078

ful in achieving a workflow that is compatible with the broker's business methodology, nor have we been able to negotiate rates that cover our costs.

Because of this, our Board of Directors made the very difficult decision to begin to wind down the volume of transportation we provide for MaineCare members via a contract with the new broker.

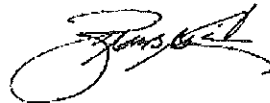
We want the community to know that we stand ready to do whatever is functionally and financially feasible to make sure that MaineCare members do not fall through the cracks.

And, we want you to know that our other public transit services are alive and well, including the Sanford Transit, the WAVE vehicles, the Sanford Ocean Shuttle and the seasonal Shoreline Explorer. In addition, our Volunteer Drivers will continue to provide transport to certain non-MaineCare members under a variety of contracts, including those needing access to cancer care and children in protective and foster care.

Please do not hesitate to contact either of us if you would like additional information about this transition.



Claudette Dupee
President, YCCAC Board of Directors



Barbara Crider
Executive Director