

MEDICAID

Why Medicaid turns to Lyft

States across the country are modernizing their Medicaid programs to incorporate transportation network companies (TNCs) into non-emergency medical transportation (NEMT) for eligible beneficiaries.

Lyft's expertise in healthcare transportation makes us ideal for Medicaid members

For three years, we've forged partnerships with leading companies across the healthcare ecosystem to provide reliable transportation for patients. Lyft strengthens existing transportation provider networks and boosts member satisfaction — while maintaining a cost-effective approach for payers.

Why choose Lyft?

27%

reduction in no-shows¹

32%

potential reduction in ride costs

95%

availability in the U.S.

3-5

minute wait times, on average

4/5

patients prefer Lyft

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Lyft has partnered with two of TennCare's Managed Care Organizations to pilot a scalable, patient-centered, and seamless solution to address hard-to-solve transportation needs. We look forward to seeing the positive impact the Lyft partnership will have on our members.

—DR. VICTOR WU,
CHIEF MEDICAL OFFICER
AT TENNCARE

¹ Compared with traditional transportation providers

+ We support healthcare compliance

Lyft complies with federal, state, and private payer regulatory requirements to ensure healthcare rides are handled in a lawful manner. Lyft's dedicated team ensures our compliance with HIPAA through:

- CMS Federal and State Medicaid Regulations
- Fraud, Waste, and Abuse Laws
- HIPAA Privacy and Security Law

🚗 We meet Medicaid members' needs

Lyft Concierge enables organizations to schedule rides for patients — no Lyft app or smartphone needed for riders. Lyft Concierge sends ride details through SMS, including driver details, ride map, and arrival times.

For riders who may not own a smartphone, we'll detect if a number is a landline and automatically call the rider to provide ride details, such as who the driver is, the make of the car, and the estimated ETA.

🏢 We're trusted by leading healthcare organizations

- 9 of the top 10 NEMT brokers partner with Lyft.
- 9 of the top 10 health systems use Lyft.
- The top 5 payers partner with Lyft.
- First rideshare company to enter the healthcare transportation sector.
- Dedicated healthcare and support teams.
- Expertise to collaborate with healthcare policymakers and regulators.

🔒 We're committed to trust and safety

Lyft has a Trust & Safety team dedicated to reviewing incidents and accidents. Lyft Business also has a "special resolutions" team to monitor these issues and coordinate responses with our clients. Safety incidents and accidents reported through our Lyft Business Support Center contact form will be directed to both of these teams to ensure a quick response.

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We're proud to be the first Medicaid program in the country to ... seamlessly offer rideshare as a non-emergency medical transportation option for Medicaid beneficiaries. This is a significant step forward in medical transportation services.

—JAMI SNYDER,
AHCCCS DIRECTOR

