



# Mobile Care Group

Mobile Healthcare and Medical Transportation

Mobile Care EMS and Transport  
5151 Main St.  
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Regarding the Ohio Ambulance and Medical Transportation Industry

Chairman Burke, Vice Chairwoman Manning, Ranking member Cafaro and members of the Senate Medicaid committee, thank you for the opportunity to speak with you today regarding the state of the Ohio ambulance and medical transportation industry. My name is Richard Kovar and I am the Billing and Collections Coordinator at Mobile Care EMS and Transport.

The transport side of our business has been open since December of 2009. We are located near downtown Sylvania and service Toledo and it's surrounding areas (Sylvania, Perrysburg, Maumee, Oregon, Northwood, Rossford, and Bowling Green) On occasion we have branched out as far as Defiance, Edgerton, and Wauseon. We tell our clients that we generally service NW Ohio with both wheelchair van and ambulance transports.

Our industry is struggling. Our company is committed to giving a high quality experience for a reasonable rate of reimbursement, but the cost to do this has almost doubled in the last five years without any meaningful increase to offset this. We have one of the lowest reimbursement rates of any of our contiguous states, and the lowest for a state of its size. Subsequently, over 30 of my associates have been forced to close their doors in Ohio cost our state jobs and money.

The bulk of our business is wheelchair van transport and the Medicaid reimbursement rates are sometimes not enough to cover our expenses. We must pay the driver for their time, maintain upkeep on the van since it's financially impractical to buy new vans with any regularity, and maintain upkeep on our equipment (wheelchairs, BSI, O2, first aid kits, etc.).

In short, it's nearly impossible to turn a profit on wheelchair transports alone. A 40% reimbursement increase for Medicaid would garner, over time, thousands of dollars to reinvest into our company. With that money we could afford to give good

raises to our frontline workers, and the heart of our business, the wheelchair van drivers. This would help prevent a high rate of turnover and give us, and our clients, assurance that our great staff can stick around to continue their fantastic work. The extra money could also be used to buy new vehicles and to expand our fleet, allowing us to meet the demand for service in our area while utilizing newer vehicles with higher safety ratings than their older counterparts. The money could also help us buy new wheelchairs, other equipment, and even be used in other departments like our dispatch center. I know the committee must take this with a grain of salt, but Mobile Care is a company that truly invests in itself and its workers.

At the current rate Mobile Care will struggle to improve. Without improvement there will still be dozens of clients who won't be able to find transportation due simply to supply and demand. A higher Medicaid reimbursement rate means reassurance that our company can continue to operate for years to come while also helping current and future Medicaid clients receive the medical transport they need.

We are seeking an across the board rate increase. While we are aware of the scarce resources and immense pressure you are put under as elected officials to allocate these funds, our industry is at the precipice. Without a rate increase, an extremely vulnerable population will be put under further duress as their care will continue to suffer while additional ambulance and transportation facilities shutter their doors.

I would be happy to answer any questions you might have and I thank you for your time and consideration.