

Testimony of Sairah Sandu
Executive 200 Transportation
House Bill 6414
Human Services Committee
February 19, 2013

Members of the Human Services Committee:

My name is Sairah Sandu. I own and operate a livery and taxi service in Central Connecticut.

Part of our business is in the Medicaid Non-Emergency Transportation Program. We transport Medicaid clients to and from their doctor or medical appointments.

One problem is we can dispatch a driver and car to pick a client up, but they are not at the home—this is called a “no show”.

We are not paid anything for these no-shows. It costs us time and money.

Some days, 25 percent of our calls result in a “no show” and thus no payment to us. We simply can’t run our business like this.

House Bill 6414 starts the discussion about providing some partial reimbursement to us for our efforts in the case of a “no show”. I hope you will consider this bill—or some other approach.

Thank you.