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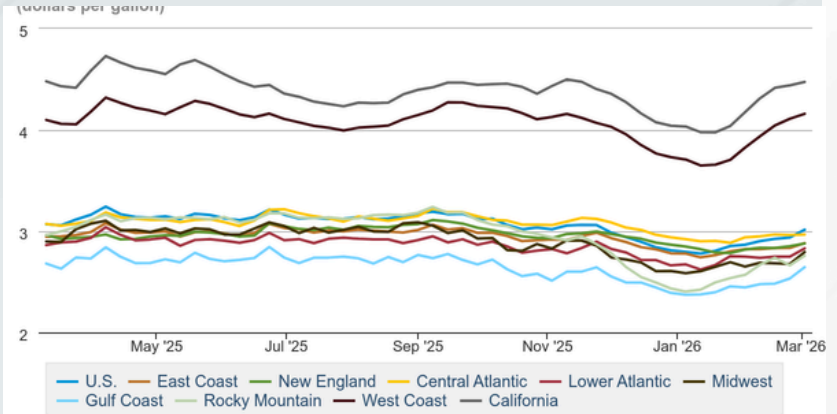


March 15, 2026

Newsletter

FUEL, RATES, AND THE ECONOMICS OF NEMT

Transportation systems often feel fuel volatility quickly. Recent global events have pushed oil markets upward, with analysts warning gasoline prices may rise in the coming weeks. For Non-Emergency Medical Transportation, fuel is a direct operational input. Every trip—whether across town or across a rural county—depends on it, meaning price changes can affect vehicle utilization, driver costs, and trip economics.



Regular Gasoline Prices (dollars per gallon) per U.S. Energy Information Administration

Preliminary responses from NEMTAC’s national rate survey suggest many markets are operating with limited margin for variation. Across respondents, the most common assessment of current reimbursement levels is “barely sustainable” or “unsustainable.” Reported mileage bands also cluster tightly. Ambulatory mileage most frequently falls between \$2.00 and \$2.99 per loaded mile, while wheelchair accessible vehicle (WAV) mileage most commonly appears between \$3.00 and \$3.99, despite higher vehicle costs and longer loading times.

Driver compensation reported in the survey most commonly falls between \$25 and \$34 per hour. When viewed alongside these mileage bands, respondents frequently identified similar risks when rates are considered barely sustainable or unsustainable, including provider exit, reduced rural coverage, longer wait times, and missed medical appointments. NEMT services continue to operate across markets, but preliminary responses suggest that reimbursement structures and operating costs are closely linked to the long-term stability of transportation access.

POLICY WATCH:

Georgia Launches New Statewide Medicaid Transportation Procurement

The Georgia Department of Community Health has initiated a new procurement process to select suppliers responsible for administering Medicaid non-emergency medical transportation services statewide. The solicitation seeks vendors capable of managing scheduling, provider networks, and trip coordination for eligible Medicaid members. Procurement efforts of this scale often reshape provider participation and operational expectations across the state’s transportation network as contracts transition to new vendors.

North Carolina Mileage Policy Update

North Carolina issued updated policy guidance affecting Medicaid transportation reimbursement beginning January 2026, including revisions to in-state and out-of-state mileage reimbursement structures. Policy adjustments are part of ongoing efforts to clarify transportation billing practices and align reimbursement policies with program requirements.

California Expands WAV Program

California regulators continue expanding efforts to increase the availability of wheelchair-accessible rides through the California Public Utilities Commission’s Wheelchair Accessible Vehicle (WAV) program, which uses transportation network company funding to support additional accessible vehicles and trained drivers. While primarily focused on ride-hail services, the program reflects growing regulatory expectations that transportation networks maintain reliable access to wheelchair-accessible vehicles.



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- It's brand elevation.
- It's thought leadership.
- It's year-round visibility with decision-makers who matter.

NEMTAC is growing—online and in person. Our reach continues to expand through monthly newsletters, daily social media engagement, and the quarterly NEMT Today digital magazine, while our in-person community comes together at Transform, where real connections and real business happen.

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Call for Speakers - NEMTAC Transform 2026

NEMTAC is now accepting speaker proposals for Transform 2026, the industry's premier conference bringing together leaders, operators, innovators, and policymakers from across the country.

If you have practical strategies, emerging trends, or real-world solutions that will move the industry forward, we invite you to submit a session proposal.

Submission Deadline: April 15, 2026

[Submit your proposal here](#)

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INSURANCE IS WHERE MANY NEW NEMT BUSINESS PLANS MEET REALITY

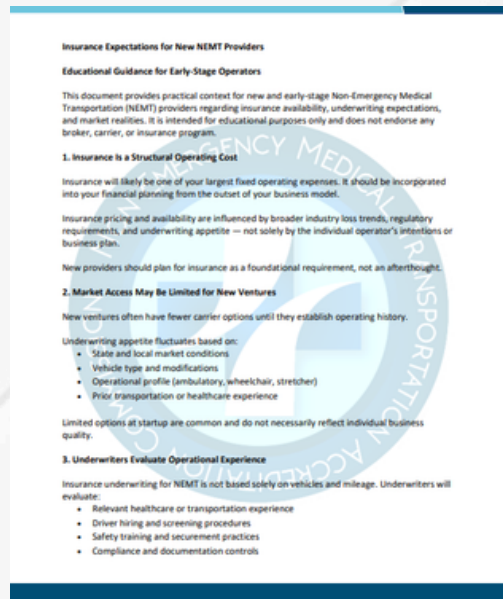
New NEMT operators often assume insurance is simply another quote to shop. In reality, it is often the first structural test of the business model.

Commercial auto coverage is frequently one of the largest fixed operating costs in NEMT, and startup providers may have fewer carrier options until they establish operating history and demonstrate credible safety, hiring, and operational controls. Underwriters are not just evaluating vehicles and mileage – they are looking closely at management experience, driver screening procedures, training practices, and documentation frameworks before deciding whether to write the risk at all.

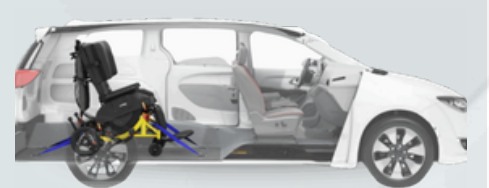
That reality surprises many new entrants to the industry.

Across the broader insurance market, commercial auto underwriting continues to be shaped by rising repair costs, litigation trends, and claims severity. The result is a disciplined underwriting environment where transportation risks are evaluated carefully before coverage is offered.

To help address the gap between expectation and reality, NEMTAC has released a new guidance resource on the website to accompany our NEMT Provider Start-up Checklist.



For operators planning to enter the industry – or advisors helping them do so – understanding these dynamics early can prevent costly surprises later.



Accreditation

Reliant Transport has achieved NEMTAC Accreditation, becoming the first organization in North Carolina to meet the program's national standards for safety, operations, and compliance. Serving the Piedmont Triad—including Winston-Salem, Greensboro, and High Point—Reliant provides ambulatory and wheelchair transportation supported by EMT-trained staff and medically trained drivers. As more organizations pursue independent validation of their programs, milestones like this demonstrate how accreditation is moving from concept to operational reality across the NEMT industry.

Education

NEMTAC is creating Insurance 101, a self-paced course designed to help operators understand the basics of NEMT insurance, including required coverages, common exclusions, underwriting expectations, and claims documentation. Developed with guidance from the Insurance & Risk Management Advisory Committee, the course will be released alongside practical resources including a Broker Interview Checklist and guidance outlining Insurance Expectations for New NEMT Providers. Together, these materials aim to improve insurance literacy and help providers approach coverage decisions with greater clarity.

Standards

NEMTAC continues advancing several standards initiatives supporting safety and operational clarity across the industry. The Technology & Innovation Advisory Committee has advanced the NEMT Data Definitions Standard to the NEMTAC Board for consideration, establishing shared terminology to improve data consistency and reporting across programs. At the same time, the Vehicle Equipment Safety Advisory Committee has begun development of a supine transport vehicle equipment standard focused on safety expectations for stretcher-based transportation. Together, these efforts reflect ongoing work to strengthen the technical foundation supporting NEMT operations and standards development.