

Date: May 11, 2020
From: Coordinated Transportation Solutions, Inc.
120 Nutmeg Drive, Suite 120
Trumbull, CT 06611

Contact:
Jana Hunkler, Chief Customer Officer
203-736-8810 x 10173
jhunkler@ctstransit.com



FOR IMMEDIATE RELEASE

CTS Provides Additional Services for Vulnerable Populations in Response to COVID-19

Coordinated Transportation Solutions, Inc. (CTS) implemented a business continuity plan in response to the outbreak of the COVID-19 coronavirus in the United States, which resulted in minimal interruption to our delivery of non-emergent transportation (NEMT) services for Members eligible for NEMT benefits from government agencies, health plans, health plan facilities and more. Our ability to continue to deliver quality services to vulnerable Medicare and Medicaid populations did not go unnoticed, and resulted in CTS adding new services in Massachusetts, Connecticut, and New Hampshire

To mitigate the spread of COVID-19 among the homeless population, CTS developed a scope and service delivery model that enables non-EMS providers and drivers to safely and efficiently transport vulnerable individuals who may be infected with COVID-19. Effected individuals are being transported for testing, treatment and to temporary centralized housing locations with properly trained non-emergent transportation providers, thus preserving state-wide emergency response transportation resources.

CTS also offers this model to augment existing transportation benefits for COVID-19 positive or presumed positive individuals needing transportation to and from critical care appointments (i.e. dialysis, chemotherapy, wound care, Covid-19 screenings etc.). The additional services have fulfilled an urgent need for individuals and their caregivers, improved access to care and provided much needed relief to clinical staff.

As EMS staff and vehicles are re-deployed to emergent transportation in many states, CTS can replicate this model to increase non-ambulance network capacity and safely transport particularly vulnerable COVID-positive individuals.

“The safety of customer’s Members, our staff, and drivers in the transportation provider network is a top priority during this unprecedented time. We will continue to adhere to CDC, and local, state, and federal guidelines to ensure effective screening and protective measures in each our service regions,” stated David White, CTS President & CEO. CTS manages transportation

benefits for eligible individuals in New Hampshire, Massachusetts, Connecticut, New York City and Pennsylvania.

About Coordinated Transportation Solutions, Inc.

As a nationally recognized leader in non-emergent transportation, Coordinated Transportation Solutions, Inc. (CTS), headquartered in Trumbull, Connecticut, is a not-for-profit 501(c)(3) organization dedicated to its mission of increasing the availability of cost-effective and efficient transportation services to vulnerable populations and communities. With more than twenty-two years of experience and a national reputation for exemplary customer service, CTS creates solutions and currently manages more than 2 million trips annually for government agencies, health plans, health care facilities, school districts, not-for-profit organizations and injured workers' programs throughout the Northeast and Mid-Atlantic States. CTS utilizes a customer-focused holistic approach, state-of-the-art technology, deep contractual and programmatic compliance experience and quality assurance practices to provide the highest level of customer care. Learn more about CTS at <https://www.ctstransit.com/> or follow us on [LinkedIn](#)