



CRFP BMS2600000001

Proposal for Non-Emergency Medical Transportation and STP

COST PROPOSAL

Prepared for

West Virginia Health and Human Resources
Bureau for Medical Services

October 2025

Submitted By: MTM Health

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Vendor Signature: Aleem Naor **Date:** 10/13/25



Cost Narrative

The West Virginia Department of Health and Human Resources, Bureau for Medical Services (Agency) wisely seeks a broker for the provision of non-emergency medical transportation (NEMT) services to West Virginia Medicaid members, as well as non-medical transportation for the Office of Drug Control Policy/Bureau for Behavioral Health. The selected contractor must have the proven experience, processes, and staff to implement a capitated NEMT program that ensures access to healthcare for members throughout West Virginia. Medical Transportation Management, Inc. (dba MTM Health) is pleased to present a cost proposal reflective of the Agency's goals and the requirements indicated within the Request for Proposals and addenda.



MTM Health relied on the information provided in the Request for Proposal (RFP) and addenda along with our experience operating the West Virginia NEMT program from 2014 to 2018, and our experience operating programs similar in size and scope over the last 30 years to generate appropriate, realistic pricing. Other bidders who may not have such experience operating NEMT programs could run into financial problems in the future, ultimately decreasing member access to necessary services and sacrificing program quality. While an aggressively priced proposal may be enticing to the Agency, brokers may intentionally or unintentionally underbid, forcing a rate increase further into the life of the contract. With MTM Health, the Agency can remain worry-free about our ability to provide the highest level of quality services at our proposed rate. We pride ourselves on increasing member access to the NEMT benefit while appropriately containing costs. The Agency can look forward to benefitting from our streamlined, efficient processes to provide more trips while containing overall program costs.

MTM Health made the following assumptions to build our cost proposal:

- ▶ We built in a 2% CPI increase for the out years of the contract to ensure sustainability for the program
- ▶ To demonstrate our desire to be awarded this contract, we have foregone reimbursement of nearly \$1 million in implementation costs

Note: The implementation costs highlighted within *Attachment A: Cost Sheet* are largely costs associated with the initial member mailing. We could reduce those costs and pass the savings to the Agency if the Agency approves mailing initial notifications to only members using NEMT services. MTM Health is fully prepared to meet the current RFP requirement for the initial member mailing.

As detailed throughout our proposal, we are prepared to build on previous experience in West Virginia to offer a smooth transition and enhanced services for the new contract term. Reinstating the partnership between MTM Health and the Agency will benefit all stakeholders and offer low risk and high reward for the State of West Virginia's NEMT Program.

MTM Health looks forward to the opportunity to once again serve members throughout West Virginia alongside the Agency.

The Agency can review our completed *Attachment A: Cost Sheet* on the following pages.

Section 2 – Operations Cost

Base Year 1

**Optional
Renewal
Year 1**

**Optional
Renewal
Year 2**

1-300,000 members (300,000 Multiplier)	12	\$11.21	\$ 40,358,570
300,001-330,000 members (330,000 Multiplier)	12	\$11.68	\$ 46,259,908
330,001-360,000 members (360,000 Multiplier)	12	\$12.65	\$ 54,635,592
360,001-390,000 members (390,000 Multiplier)	12	\$12.60	\$ 58,959,449
390,001-420,000 members (420,000 Multiplier)	12	\$12.54	\$ 63,197,334

420,001-450,000 members (450,000 Multiplier)	12	\$12.54	\$	67,712,955
450,001-480,000 members (480,000 Multiplier)	12	\$12.50	\$	71,991,723
480,001-510,000 members (510,000 Multiplier)	12	\$12.42	\$	76,039,125
510,001-540,000 members (540,000 Multiplier)	12	\$12.40	\$	80,367,788
540,001-570,000 members (570,000 Multiplier)	12	\$11.14	\$	76,202,248
570,001-600,000 members (600,000 Multiplier)	12	\$10.81	\$	77,801,181
≥ 600,001 members (600,001 Multiplier)	12	\$10.60	\$	76,349,453
Subtotal Optional Renewal Year 2			\$	789,875,327

Optional
Renewal
Year 3

1-300,000 members (300,000 Multiplier)	12	\$11.43	\$	41,165,742
300,001-330,000 members (330,000 Multiplier)	12	\$11.92	\$	47,185,106
330,001-360,000 members (360,000 Multiplier)	12	\$12.90	\$	55,728,303
360,001-390,000 members (390,000 Multiplier)	12	\$12.85	\$	60,138,638
390,001-420,000 members (420,000 Multiplier)	12	\$12.79	\$	64,461,281
420,001-450,000 members (450,000 Multiplier)	12	\$12.79	\$	69,067,214
450,001-480,000 members (480,000 Multiplier)	12	\$12.75	\$	73,431,558
480,001-510,000 members (510,000 Multiplier)	12	\$12.67	\$	77,559,908
510,001-540,000 members (540,000 Multiplier)	12	\$12.65	\$	81,975,144
540,001-570,000 members (570,000 Multiplier)	12	\$11.36	\$	77,726,293
570,001-600,000 members (600,000 Multiplier)	12	\$11.02	\$	79,357,205
≥ 600,001 members (600,001 Multiplier)	12	\$10.82	\$	77,876,442
Subtotal Optional Renewal Year 3			\$	805,672,833

Optional
Renewal
Year 4

1-300,000 members (300,000 Multiplier)	12	\$11.66	\$	41,989,056
300,001-330,000 members (330,000 Multiplier)	12	\$12.15	\$	48,128,808
330,001-360,000 members (360,000 Multiplier)	12	\$13.16	\$	56,842,869
360,001-390,000 members (390,000 Multiplier)	12	\$13.11	\$	61,341,411
390,001-420,000 members (420,000 Multiplier)	12	\$13.05	\$	65,750,507
420,001-450,000 members (450,000 Multiplier)	12	\$13.05	\$	70,448,559
450,001-480,000 members (480,000 Multiplier)	12	\$13.00	\$	74,900,189
480,001-510,000 members (510,000 Multiplier)	12	\$12.93	\$	79,111,106
510,001-540,000 members (540,000 Multiplier)	12	\$12.90	\$	83,614,646
540,001-570,000 members (570,000 Multiplier)	12	\$11.59	\$	79,280,819
570,001-600,000 members (600,000 Multiplier)	12	\$11.24	\$	80,944,349
≥ 600,001 members (600,001 Multiplier)	12	\$11.03	\$	79,433,971
Subtotal Optional Renewal Year 4			\$	821,786,290

Optional
Renewal
Year 5

1-300,000 members (300,000 Multiplier)	12	\$11.90	\$	42,828,838
300,001-330,000 members (330,000 Multiplier)	12	\$12.40	\$	49,091,384
330,001-360,000 members (360,000 Multiplier)	12	\$13.42	\$	57,979,727
360,001-390,000 members (390,000 Multiplier)	12	\$13.37	\$	62,568,239
390,001-420,000 members (420,000 Multiplier)	12	\$13.31	\$	67,065,517
420,001-450,000 members (450,000 Multiplier)	12	\$13.31	\$	71,857,530
450,001-480,000 members (480,000 Multiplier)	12	\$13.26	\$	76,398,193
480,001-510,000 members (510,000 Multiplier)	12	\$13.19	\$	80,693,328
510,001-540,000 members (540,000 Multiplier)	12	\$13.16	\$	85,286,939
540,001-570,000 members (570,000 Multiplier)	12	\$11.82	\$	80,866,436
570,001-600,000 members (600,000 Multiplier)	12	\$11.47	\$	82,563,236

> 600,001 members (600,001 Multiplier)	12	\$11.25	\$	81,022,650
Subtotal Optional Renewal Year 5			\$	838,222,016
Total Section 2: Operation Cost			\$	4,599,346,670
Grand Total Cost of Contract (Total Section 1 & Section 2)			\$	4,599,346,670

Notes:

- 1.) Cost information detailed in the RFP must be submitted in a separate sealed envelope. Cost should be clearly marked.
- 2.) Vendors are to use their business expertise in pricing the work described in this RFP, taking into consideration any intervening steps or activities that must be performed in order to complete the work and offer their rates accordingly, even if BMS does not explicitly identify those intervening steps or activities in this RFP.
- 3.) The Vendor shall be paid an Implementation price of the amount specified in the Vendor's proposal set forth in Attachment A. Payment of the implementation cost of the contract shall be made by BMS in accordance with Appendix 5 (Milestones, Deliverables, and Payments) during the implementation phase of the contract. The amount paid for implementation costs shall not exceed the amount bid in this section. Implementation period must not exceed 3 months.
- 4.) The cost proposal will be evaluated based on the Total Cost of Contract. The cost bid should include all anticipated training, travel and related expenses, including supplies and general administrative expenses.
- 5.) All activities related to implementation must be completed prior to operational start date
- 6.) The number of months in the operational base year one has been determined to be 9 months to allow for 3-month implementation.
- 7.) During the Operation Phase of the Contract, the Vendor will be paid on a monthly basis in accordance with the Vendor's bid Per Member Per Month (PMPM) price proposals as set forth in Attachment A, which shall be firm and fixed for the period of the Contract. **The PMPM will be paid based on the actual monthly Medicaid enrollment.** No specific or lump sum payment shall be made by BMS for Close-out and Turnover activities, whether the Vendor performs those activities before or after the date of Contract termination.
- 8.) Annual totals will be calculated by members (highest number in cell range) X months X PMPM.
Sub-totals will be reached by the addition of all cells in the subsequent section (Base year 1, Optional Renewal year 1, etc.,)
- 9.) The Vendor must agree to price individual tiers on the pricing page with no more than a 20% variance between the individual tiers.

Medical Transportation Management, Inc. (dba MTM Health)

(Company)

Alaina Maciá, President and CEO

(Representative Name, Title)

314-495-4953 | 636-561-2962

(Contact Phone/Fax Number)

10/13/2025

(Date)

Statewide Transportation Program**Includes services for: Office of Drug Control Policy (ODCP) and Bureau for Behavioral Health (BBH)****Implementation Cost (All-Inclusive)-Three months****\$0.00****TIERED OPERATION COST****

	Number of miles completed per month	Per Mile Rate	Number of months	Annual cost
Opt. Base Year 1*	0-50,000 (Multiplier of 50,000)	\$2.00	9	\$900,000.00
	50,001-150,000 (Multiplier of 150,000)	\$2.00	9	\$2,700,000.00
	150,001-250,000 (Multiplier of 250,000)	\$2.00	9	\$4,500,000.00
	250,001-350,000 (Multiplier of 350,000)	\$2.00	9	\$6,300,000.00
	350,001-450,000 (Multiplier of 450,000)	\$2.00	9	\$8,100,000.00
	450,001-500,000 (Multiplier of 500,000)	\$2.00	9	\$9,000,000.00
	500,001+ (Multiplier of 500,001)	\$2.00	9	\$9,000,018.00
	Subtotal Base Year 1			\$40,500,018.00

Opt. Renewal Yr 1	0-50,000 (Multiplier of 50,000)	\$2.04	12	\$1,224,000.00
	50,001-150,000 (Multiplier of 150,000)	\$2.04	12	\$3,672,000.00
	150,001-250,000 (Multiplier of 250,000)	\$2.04	12	\$6,120,000.00
	250,001-350,000 (Multiplier of 350,000)	\$2.04	12	\$8,568,000.00
	350,001-450,000 (Multiplier of 450,000)	\$2.04	12	\$11,016,000.00
	450,001-500,000 (Multiplier of 500,000)	\$2.04	12	\$12,240,000.00
	500,001+ (Multiplier of 500,001)	\$2.04	12	\$12,240,024.48
	Subtotal Opt. Renewal Year 1			\$55,080,024.48

Opt. Renewal Yr 2	0-50,000 (Multiplier of 50,000)	\$2.08	12	\$1,248,480.00
	50,001-150,000 (Multiplier of 150,000)	\$2.08	12	\$3,745,440.00
	150,001-250,000 (Multiplier of 250,000)	\$2.08	12	\$6,242,400.00
	250,001-350,000 (Multiplier of 350,000)	\$2.08	12	\$8,739,360.00
	350,001-450,000 (Multiplier of 450,000)	\$2.08	12	\$11,236,320.00
	450,001-500,000 (Multiplier of 500,000)	\$2.08	12	\$12,484,800.00
	500,001+ (Multiplier of 500,001)	\$2.08	12	\$12,484,824.97
	Subtotal Opt. Renewal Year 2			\$56,181,624.97

Opt. Renewal Yr 3	0-50,000 (Multiplier of 50,000)	\$2.12	12	\$1,273,449.60
	50,001-150,000 (Multiplier of 150,000)	\$2.12	12	\$3,820,348.80
	150,001-250,000 (Multiplier of 250,000)	\$2.12	12	\$6,367,248.00
	250,001-350,000 (Multiplier of 350,000)	\$2.12	12	\$8,914,147.20
	350,001-450,000 (Multiplier of 450,000)	\$2.12	12	\$11,461,046.40
	450,001-500,000 (Multiplier of 500,000)	\$2.12	12	\$12,734,496.00
	500,001+ (Multiplier of 500,001)	\$2.12	12	\$12,734,521.47
	Subtotal Opt. Renewal Year 3			\$57,305,257.47

Opt. Renewal Yr 4	0-50,000 (Multiplier of 50,000)	\$2.16	12	\$1,298,918.59
	50,001-150,000 (Multiplier of 150,000)	\$2.16	12	\$3,896,755.78
	150,001-250,000 (Multiplier of 250,000)	\$2.16	12	\$6,494,592.96
	250,001-350,000 (Multiplier of 350,000)	\$2.16	12	\$9,092,430.14
	350,001-450,000 (Multiplier of 450,000)	\$2.16	12	\$11,690,267.33
	450,001-500,000 (Multiplier of 500,000)	\$2.16	12	\$12,989,185.92
	500,001+ (Multiplier of 500,001)	\$2.16	12	\$12,989,211.90
	Subtotal Opt. Renewal Year 4			\$58,451,362.62

Opt. Renewal Yr 5

0-50,000 (Multiplier of 50,000)	\$2.21	12	\$1,324,896.96
50,001-150,000 (Multiplier of 150,000)	\$2.21	12	\$3,974,690.89
150,001-250,000 (Multiplier of 250,000)	\$2.21	12	\$6,624,484.82
250,001-350,000 (Multiplier of 350,000)	\$2.21	12	\$9,274,278.75
350,001-450,000 (Multiplier of 450,000)	\$2.21	12	\$11,924,072.67
450,001-500,000 (Multiplier of 500,000)	\$2.21	12	\$13,248,969.64
500,001+ (Multiplier of 500,001)	\$2.21	12	\$13,248,996.14
Subtotal Opt. Renewal Year 5			\$59,620,389.87

Total Implementation and all Operations

\$327,138,677.41

Optional base year 1=3 months Implementation+9 months Operations

****Tiered Operations Cost should include all commodities/services needed for operations**

- 1.) Annual totals will be calculated by miles (highest number in cell range) X per mile rate X months.
- 2.) Sub-totals will be reached by the addition of all cells in the subsequent section (Base year 1, Optional Renewal year 1, etc.,
- 3.) Vendor will add all subtotals + implementation cost to reach total cost.
- 4.) The State reserves the right to utilize or cancel either or both of the optional services at anytime, with advance notice.
- 5.) The Vendor must agree to price individual tiers on the pricing page with no more than a 20% variance between the individual tiers.

NEMT Total Section 1&2		\$4,599,646,669.70
Total Implementation and all Operations-STP		\$327,138,677.41
Grand Total NEMT+STP=		\$4,926,785,347.10

1.) Grand total will be reached by adding all NEMT costs+ all STP costs.