Independent Review Highlights Provide A Ride as a Model for Higher Standards in Non-Emergency Medical Transportation

Third-party analysis examines how long-term investment in accountability, technology and provider relationships can strengthen NEMT performance

CLEVELAND, OH, UNITED STATES, September 18, 2026 /EINPresswire.com/ -- As non-emergency medical transportation organizations face increasing pressure to control costs while maintaining compliance and access to care, a new independent white paper argues that the industry should reject the assumption that quality and financial performance are competing priorities.

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>
> *Alan Groedel*

The Glimmer of Hope: What Non-Emergency Medical Transportation Can Become When One Organization Refuses to Cut Corners, authored by T2M Consulting LLC, examines Provide A Ride’s operational model following an independent review of the company’s credentialing practices.

The review was conducted by an industry subject-matter expert with more than three decades of Medicaid operations experience, including sixteen years leading Tennessee’s TennCare NEMT program. Applying scrutiny comparable to that used in regulatory inspections, T2M evaluated Provide A Ride’s credentialing system and operational practices while also examining broader industry challenges surrounding fragmented standards, administrative burden, compliance risk and provider network performance.

The analysis identifies fragmented credentialing standards, duplicative requirements and manual verification processes as persistent challenges across the NEMT industry. According to the paper, these inefficiencies do more than create administrative burden: they can restrict provider availability, increase costs and ultimately contribute to missed appointments and delayed care for Medicaid beneficiaries.

But the review ultimately raises a broader question: What happens when an NEMT organization treats quality and compliance as investments rather than costs to be minimized?

Against that backdrop, T2M Consulting identifies Provide A Ride as evidence that a different model is possible, one in which operational excellence, regulatory accountability and financial performance reinforce rather than compete with one another.

For more than three decades, Provide A Ride has invested in technology, customized solutions, real-time reporting, provider tools, utilization management and fraud, waste and abuse controls while maintaining a philosophy centered on long-term relationships with transportation providers.

“For more than three decades, our focus has been on providing reliable transportation while continuing to improve how we serve our members, healthcare partners and transportation providers,” said Alan Groedel, Founder and President of Provide A Ride. “We welcomed the opportunity for an independent review because outside perspective helps us validate what is working and identify where we can continue to improve.”

As part of the assessment, Provide A Ride voluntarily opened its credentialing operations to independent third-party review. T2M Consulting applied standards and scrutiny comparable to those used in regulatory inspections and reported finding no deficiencies that would prevent the system from meeting regulatory expectations.

The white paper argues that the resulting business case extends well beyond compliance. Strong provider relationships can stabilize transportation networks. Quality can reduce rework. Transparency can strengthen credibility with regulators and customers. Over time, those operational choices can become competitive advantages that are difficult to replicate.

The analysis concludes that Provide A Ride’s experience should not be viewed simply as the success of one organization. Instead, it presents the company’s approach as a replicable model built around choices available throughout the industry: treating credentialing as mission-critical, investing in providers, welcoming independent scrutiny and building organizational cultures that consistently reflect their stated values.

Read the full white paper, The Glimmer of Hope: What Non-Emergency Medical Transportation Can Become When One Organization Refuses to Cut Corners, at https://providearide.com/the-glimmer-of-hope/

About Provide A Ride

Provide A Ride is a non-emergency medical transportation organization providing transportation management and direct transportation services for healthcare organizations and their members. Founded in 1989, the company coordinates more than two million passenger trips annually and serves more than 1.8 million Medicaid and Medicare members.

Provide A Ride is accredited by the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) and has been recognized as NEMTAC’s Broker or Payer Partner of the Year in both 2025 and 2026, reflecting the company’s commitment to safety, service quality, accountability and the continued advancement of the NEMT industry.

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