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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

GLENCLIFF HOME

Lori A. Weaver
Commissioner

L. Todd Bickford
Executive Director

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May 30, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

1. Authorize the Department of Health and Human Services, Glencliff Home, to make provider aid payments to a limited number of ambulance providers for unencumbered costs associated with providing emergency ambulance transportation services for Glencliff Home.

2. Contingent on approval of Request #1, authorize the Department of Health and Human Services, Glencliff Home, to make unencumbered payments to those ambulance providers, not to exceed $80,000.

3. Authorize the Department of Health and Human Services, Glencliff Home to make unencumbered payments to Warren-Wentworth Ambulance Service (VC#232379), Warren, NH, for providing on-demand emergency ambulance transportation services for Glencliff Home residents, in an amount not to exceed $120,000.

All three requests shall be effective July 1, 2025, or upon Governor and Executive Council approval, whichever is later through June 30, 2027. 47% General Funds; 53% Other Funds.

Funds are anticipated to be available in the following account for State Fiscal Years 2026 and 2027, upon the availability and continued appropriation of funds in the future operating budget, with authority to adjust budgeted amounts within the price limitation between state fiscal years through the Budget Office, if needed and justified.

05-95-91-910010-57100000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: GLENCLIFF HOME, GLENCLIFF HOME, PROFESSIONAL CARE

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2026	101-500729	Medical Payments to Providers	91571030	$100,000
2027	101-500729	Medical Payments to Providers	91571030	$100,000
			Total	**$200,000**

EXPLANATION

The purpose of this request is to ensure timely emergency medical transportation services required by ambulance for residents at Glencliff Home to other health care facilities and give the Department the authority to pay for these services. This request to make unencumbered payments will ensure that continuity of care is maintained.

The emergency medical transportation services provided by Warren-Wentworth Ambulance Services (WWAS) to Glencliff Home will serve Glencliff Home residents requiring medical attention beyond the array of services offered by Glencliff Home. These cases stem from medical comorbidities (such as frailty), patient self-harm (such as swallowing a foreign body), cardiac issues, traumatic injuries and other emergent medical reasons. Many residents at Glencliff Home have Medicaid or Medicare (or both) limiting the ability of WWAS to recover its costs through insurance billing.

Approximately 70 to 90 individuals will be served during each State Fiscal Year by emergency medical transportation services.

In November of 2022, WWAS Board of Directors met with Glencliff Home management regarding the unreimbursed costs incurred by transporting the residents of Glencliff Home and that they could not continue providing service to Glencliff Home without additional compensation. Glencliff Home management reached out to the NH Department of Justice and learned there are no laws compelling WWAS to provide service to Glencliff Home, being the closest ambulance service, approximately 6 miles/10 minutes. Glencliff Home management reached out to the Town of Benton regarding their existing service agreement with Woodsville Ambulance and were informed that the High Street section of Benton, where Glencliff Home is located, is not included as part of the service agreement. Glencliff Home management reached out to Woodsville Ambulance and Plymouth Fire-Rescue, both approximately 20 miles/30 minutes away, and due to the extended response distance and time they declined to provide service. Glencliff Home investigated handling emergency transport themselves but decided it was not a feasible option. To ensure timely and reliable emergency ambulance transport WWAS and Glencliff Home worked on a means to reduce the amount of unreimbursed costs incurred by WWAS.

On September 20, 2023, Governor and Executive Council approved Item #13 authorizing Glencliff Home to make unencumbered provider aid payments, not to exceed $40,000 per year and $80,000 in the aggregate, to a limited number of ambulance providers for uncompensated costs associated with providing emergency ambulance transportation services for Glencliff Home patients. Glencliff Home has been working with Warren-Wentworth Ambulance Service (WWAS), the closest emergency ambulance provider to Glencliff Home, to make provider aid payments of an additional $400 for each emergency ambulance transportation service provided by WWAS to a Glencliff Home resident. From September 2023 through March 31, 2025, WWAS has made 81 emergency transports from Glencliff Home resulting in $32,400 in provider aid payments made by Glencliff Home to WWAS.

On May 1, 2024, Governor and Executive Council approved Item #21 authorizing Glencliff Home to make unencumbered payments not to exceed $75,000 in the aggregate to WWAS for uncompensated costs associated with providing emergency transportation services to Glencliff Home residents given Glencliff Home's unique isolated geographical location, and the cost to WWAS to provide on-demand emergency ambulance transportation services.

The current rate paid to WWAS is based on the Medicaid allowable rate, which is less than the current prevailing cost to provide emergency medical transportation services for a very rural and lower volume ambulance provider like WWAS.

Should the Governor and Executive Council not authorize this request, the Department will be at risk of not being able to appropriately transport residents with conditions needing emergency care.

Area Served: Glencliff Home residents

Source of Funds: 47% General Funds; 53% Other funds.

Respectfully Submitted,

for:

Lori A. Weaver
Commissioner