

TRANSPORTATION

Service Description

H054-KZ

A service that provides or assists in obtaining various types of transportation for specific needs.

This service provides non-emergency ground transportation as prior approved by the Division when transportation is not already required by the service specification. There are two (2) types of transportation—scheduled and on demand. “Scheduled” transportation is authorized when the consumer needs regular transportation to a day program service or an employment related service. “On demand” transportation is authorized when the consumer needs intermittent transportation to obtain an authorized service or to fulfill a mandatory obligation in the Individual Support Plan (ISP).

Service Requirements and Limitations

1. This service shall not be provided to consumers receiving habilitation services provided in residential settings unless:
 - 1.1 The service is required by the consumer’s case plan; and
 - 1.2 Providing such transportation would be an extraordinary burden on the developmental home or group home Qualified Vendor; and
 - 1.3 The consumer’s natural supports cannot provide this service; and
 - 1.4 This service has been approved and authorized by the District Program Manager/designee.
2. Transportation services authorized by a consumer’s health plan or by the Division’s Health Care services is the responsibility of the health plan or Division’s Health Care Services unless considered to be reasonable transportation within the community provided by the residential habilitation provider. [Transportation to medical appointments is typically coordinated through the consumer’s Arizona Health Care Cost Containment System (AHCCCS)/Arizona Long Term Care System (ALTCS) health plan. Transportation to behavioral health services is typically coordinated through the Regional Behavioral Health Authority (RBHA).]
3. Responsibility for school-related transportation is specified in the Individualized Education Program (IEP).

Service Goals and Objectives

Service Goal

To increase or maintain self-sufficiency, mobility and/or community access of consumers.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Provide or arrange for transportation of consumers from one location to another. This includes traveling to and from designated locations to pick up or drop off consumers at specified times.
2. Assist the consumers in entering and exiting the vehicle as necessary. Ensure that the method of transportation being utilized does not compromise the health and safety of the consumer.
3. Schedule pick-up and drop off times so that the consumer does not have to wait more than 20 (twenty) minutes.
4. Notify the consumer/family/consumer's representative if the driver is 20 (twenty) or more minutes late or is unable to transport, and have a backup plan in case the scheduled driver or vehicle is unavailable. The consumer will not be transported by another provider without prior consent of the consumer/family/consumer's representative.
5. Ensure that all methods of transportation allow for two-way radio or a cellular phone that is adequate for the range of vehicle utilization as appropriate.
6. Ensure that the vehicle in which transportation is provided has valid vehicle registration and license plates and, at a minimum, the State of Arizona required level of liability insurance.
7. Ensure that the vehicle is maintained in a safe, working order.
8. Ensure that the vehicle is constructed for the safe transportation of the consumers. All seats are fastened to the body of the vehicle and individual(s) are properly seated when the vehicle is in operation. The vehicle has operational seat belts installed that are safe for passenger use. When transporting, consumers are securely fastened in age-appropriate and weight-appropriate restraints, as required by State law.
9. Ensure that consumers with special mobility needs are provided transportation in a vehicle adapted to those needs as required to facilitate adequate access to service.

10. If the vehicle is used to transport consumers in wheelchairs, ensure that it is equipped with floor-mounted seat belts and wheelchair lock-downs for each wheelchair that it transports.
11. Ensure that persons providing transportation are a minimum of 18 (eighteen) years of age and possess and maintain a valid driver license.
12. Ensure that driving records of persons driving the transporting vehicle are reviewed periodically to ensure driver qualifications.
13. Ensure that the Qualified Vendor's certification includes transportation.
14. Ensure sufficient staff is provided to ensure the health and safety of all consumers being transported, including boarding and unboarding supervision.

Service Utilization Information

1. Using the assessment and plan developmental processes, the need for transportation is assessed by the consumer's ISP team when there are no other community or family resources for transportation available.
2. All transportation services must be prior authorized by the Division.
3. With the agreement of the consumer's ISP team, an aide may be required to accompany the consumer in order to ensure the health and safety of the consumer. This should be requested at the time of referral for non-regularly scheduled transportation.
4. With the agreement of the consumer's ISP team, the Division's support coordinator shall arrange with the Qualified Vendor to wait for the consumer and to provide the return trip. A request for this arrangement will be made at the time of referral.
5. A referral to a Qualified Vendor for "on-demand" non-regularly scheduled transportation will include:
 - 5.1 Dates and times service is needed,
 - 5.2 Pick up and drop off points,
 - 5.3 Whether an aide will accompany the consumer,
 - 5.4 Whether wait time will be needed, and
 - 5.5 The responsible person to contact on behalf of the consumer in case of an emergency.
6. Typical utilization would not exceed two (2) one-way trips per day.

Rate Basis

Published. The published rate is based on one (1) trip. For “scheduled” transportation, the rates are in the RateBook. For “on-demand” transportation, the trip rate is calculated by adding the various rate components in the RateBook for a trip rate. “On-demand” rates vary based on one-way mileage and other components.

Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and billing units, and associated billing rules will be included in the Division’s Policies and Procedures Manual, Billing Manual, RateBook, and/or other provider resources made available by the Division.

Direct Service Staff Qualifications

Drivers shall be over the age of 18 (eighteen), and have the appropriate training, license and endorsement for the vehicle being used.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall maintain copies of vehicles maintenance records and safety inspections on file.
2. For “on-demand” transportation, the Qualified Vendor shall record services delivered to each consumer, submit them to District Program Manager/designee (where service is being performed) in the form requested, and maintain copies on file. The records shall include, at a minimum by consumer, the consumer’s name and identification number, date of service, mileage, and pick up and drop off times. The records must be signed by the consumer, family or consumer’s representative as verification of services provided.
3. For “scheduled” transportation, the Qualified Vendor shall record services delivered to each consumer and maintain copies of the daily transportation logs on file. The logs shall include, at a minimum by consumer, the consumer’s name and identification number, date of service, and pick up and drop off times. The Qualified Vendor is responsible to ensure that the consumer is “picked up” and “dropped off” in accordance with the consumer’s ISP.
4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.