

CHAPTER 39 - VALUE-BASED PURCHASING - RESPONSIBLE DRIVING

EFFECTIVE DATE: August 12, 2016

The Arizona Health Care Cost Containment System (AHCCCS) requires the Division, as an Arizona Long Term Care System (ALTCS) program contractor, to implement Value-Based Purchasing (VBP) initiatives that leverage managed care toward value-based health care systems in order to improve members' experience/health and limit *per-capita* health care cost to the rate of general inflation. Specifically, the Division is required to implement a VBP initiative focused on decreasing quality of care concerns related to transportation services.

To increase awareness about responsible driving and member safety, the Division launched a VBP initiative called *Responsible Driving...it's more than what's outside the vehicle* in June, 2015. The initiative focuses on:

- A. Understanding heat-related effects
- B. Ensuring safe seating in vans and other vehicles
- C. Knowing passengers' needs
- D. Completing regular safety checks, both inside and outside the vehicle.

Vendor Requirements

To execute the VBP initiative, the Division requires vendors to develop and implement policies and procedures, regarding responsible driving and transporting members, that ensure:

- A. Current registration, plates, and insurance for each vehicle
- B. Ongoing vehicle maintenance that includes the vehicle climate control systems (air conditioner/heater), and log maintenance for two years
- C. Periodic reviews of driving records of employees that drive vehicles to transport members
- D. Emergency communication (two-way radio or cell phone) is available for transport
- E. Preparedness for emergencies (e.g., first aid kit, flashlights, emergency numbers)
- F. Safe vehicle boarding and exiting of members
- G. Vehicle inspection to ensure passenger safety inside and outside the vehicle prior, during, and after transport
- H. Training of staff on transportation policies/procedures.

The Division's Program Monitoring Unit reviews vendors' policies and procedures to ensure that all components are included.

The Division encourages providers to use *Policy and Procedure Focused Review: Responsible Driving Tool/Transporting Members (DDD-1753A FORPDF)* to self-assess policies and procedures in advance of the Division monitoring visit.

Qualified Vendors should share *Responsible Driving Safety Information Fact Sheet #6 (DDD-1751AFLYPD)* with providers.