

PART 6-G

TRANSPORTATION

Summary of Changes

Please review the attached service specification carefully for all changes.

The following service specification has been revised for clarity, consistency with relevant policy, and conformity with all service specifications.

Additional language related to supporting Member safety has been added. This service has also been revised to include requirements related to complying with the Department's quality monitoring.

DRAFT FOR PUBLIC COMMENT

PART 6-G

TRANSPORTATION

Service Description———H054 KZ, Outcomes, and Goals

~~A service that provides or assists~~Service Description

This service supports Members to access their community through assistance in obtaining ~~various types of~~needed transportation for specific ~~needs~~.

~~This service provides non-emergency ground~~needs such as routine scheduled events and on-demand transportation ~~as prior approved by the Division when~~needed to meet Planning Document obligations.

Transportation offers a safe, convenient, and accessible way for Members to navigate their communities.

Outcomes:

1. Members access their community as independently as possible with safe reliable transportation.

Goals:

1. To support the Member, in accordance with their Planning Document, to increase or maintain self-sufficiency, mobility, and/or community access.
2. To support the Member, in accordance with their Planning Document, to have reliable, timely, safe, and respectful transportation for their non-emergency travel needs.

Objectives

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

1. Provide or arrange for scheduled or on-demand transportation of the Member to or from an Arizona Long Term Care System (ALTCS) covered service. This includes traveling to and from designated locations to pick up or drop off the Member at specified times.

a. Scheduled transportation is ~~not already required by the service specification. There are two (2) types of transportation: 1) scheduled, and 2) on demand. "Scheduled" transportation is authorized when the Division member~~when the Member needs regular transportation to a day program service or for an employment-related service. "On-demand" transportation is authorized, for employment in the community when the Member is not receiving employment services, and for day program services, when the member~~Member is unable to use public transportation or receive transportation support from Natural Supports.~~

a.b. On-demand transportation is when the Member needs intermittent transportation to obtain an authorized service or to fulfill a mandatory obligation in ~~the member's planning document [e.g., Individual Support Plan ("ISP")].~~their Planning Document, including transportation for medically

necessary services and to support programs such as Alcoholics Anonymous (AA), weight loss programs, community service, etc.

Service Requirements and Limitations

1. This service shall not be provided to members receiving habilitation services provided in residential settings unless:

1.1 The service is required by the member's planning document, and

1.2 Providing such transportation would be an extraordinary burden on the developmental home or group home Qualified Vendor, and

1.3 The member's natural supports cannot provide this service, and

2. This service has been approved and Assist the Member 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 Member.

3. Transport Members securely fastened in age-appropriate and weight-appropriate restraints, as required by state law.

4. To the extent possible, work with the Member and responsible Person to ensure the Member is able to shelter in a safe location while waiting for transportation. If there is concern that the Member May be in imminent risk, contact authorities.

5. Schedule pick-up and drop off times so that the Member does not have to wait more than twenty (20) minutes.

6. Notify the Member and Responsible Person if the driver is twenty (20) or more minutes late or is unable to transport and have a backup for the driver and vehicle.

7. Transportation Must allow for two-way radio or a cellular phone that is adequate for the range of vehicle utilization.

8. Transportation Must be provided in a vehicle:

a. With valid vehicle registration and license plates and, at a minimum, Arizona's required level of liability insurance;

b. Maintained in safe and working order;

c. Equipped with a working heating and air conditioning system;

d. Equipped with a first aid kit;

e. Constructed for the safe transportation of the Members with all seats fastened to the body of the vehicle and operational seat belts installed that are safe for passenger use;

- 74 f. Adapted to the special mobility needs of Members to facilitate adequate
75 access to service;
- 76 g. That has sufficient staff for the health and safety of all Members being
77 transported, and to support safe boarding and off-boarding; and
- 78 h. If used to transport Members in wheelchairs, it Shall be equipped with
79 floor-mounted seat belts and wheelchair lock-downs or comparable safety
80 equipment for each wheelchair that it transports.
- 81 i. Qualified Vendors transporting a Member while the Member is in
82 their wheelchair Shall have documentation that the DSP has
83 completed orientation on appropriate use of the safety equipment
84 being used.
- 85 9. With the agreement of the Member's Planning Team, an aide May be required to
86 accompany the Member in order to ensure the health and safety of the Member.
87 This Should be requested at the time of referral for on-demand transportation.
- 88 10. When required, and with the agreement of the Member's Planning Team, the
89 Member's Support Coordinator Shall arrange with the Qualified Vendor to wait for
90 the Member and to provide the return trip. A request for this arrangement will be
91 made at the time of referral.

92 Service Requirements and Limitations

- 93 1. All transportation services Must be authorized in advance by the Division's District
94 Program Manager/designee. Department.
- 95 2. Transportation services authorized by a ~~member's~~ Member's health plan or by the
96 ~~Division's~~ Department's Health Care Services is the responsibility of the health
97 plan or ~~Division's~~ Department's Health Care Services unless considered to be
98 reasonable transportation within the community provided by the residential
99 habilitation provider. ~~Transportation to medical appointments is typically~~
100 ~~coordinated through the member's~~ Member's Arizona Health Care Cost
101 Containment System ~~("AHCCCS")~~ Arizona Long Term Care System
102 ~~("AHCCCS/ALTCS"))~~ health plan. ~~Transportation to behavioral health services is~~
103 ~~typically coordinated through the Regional Behavioral Health Authority ("RBHA").~~
104 This service Shall not be provided to Members receiving habilitation services
105 provided paid residential settings. Transportation, however, May be provided
106 under the following conditions:
- 107 a. The service is required by the Member's Planning Document;
- 108 b. Providing such transportation would be an extraordinary burden on the
109 developmental home, group home Qualified Vendor, health plan, or
110 Regional Behavioral Health Authority;
- 111 c. The Member's Natural Supports cannot provide transportation; and
- 112 d. This service has been approved and authorized by the Department's
113 District Program Manager/designee.

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 members.~~

~~Service Objectives~~

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

- ~~1. Provide or arrange for transportation of the member to or from an ALTCS covered service. This includes traveling to and from designated locations to pick up or drop off the member at specified times.~~
- ~~2. Assist the member 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 member.~~
- ~~3. Schedule pick-up and drop-off times so that the member does not have to wait more than twenty (20) minutes.~~
- ~~4. Notify the member/member’s representative if the driver is twenty (20) or more minutes late or is unable to transport, and have a backup plan in case the scheduled driver or vehicle is unavailable.~~
- ~~5. All methods of transportation allow for two-way radio or a cellular phone that is adequate for the range of vehicle utilization.~~
- ~~6. 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. The vehicle is maintained in a safe and working order, and is equipped with a working heating and air conditioning system and a first aid kit.~~
- ~~8. The vehicle is constructed for the safe transportation of the members. All seats are fastened to the body of the vehicle and members are properly seated when the vehicle is in operation. The vehicle has operational seat belts installed that are safe for passenger use. When transporting, members are securely fastened in age-appropriate and weight-appropriate restraints, as required by State law.~~
- ~~9. Members 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 members in wheelchairs, it shall be equipped with floor-mounted seat belts and wheelchair lock-downs or comparable safety equipment for each wheelchair that it transports.~~

~~10.1 Qualified Vendors transporting a member while the member is in his or her wheelchair shall have documentation that the worker has completed orientation on appropriate use of the safety equipment being used.~~

~~4. Persons providing transportation are~~Drivers must:

a. Be a minimum of eighteen (18) years of age ~~and possess and maintain a valid driver license.~~;

b. ~~Driving records of persons~~Possess and maintain a valid driver license, training, or endorsement for the vehicle they drive; and

~~b.c. Have their driving the transporting vehicle are~~Records reviewed periodically at least every two (2) years to ensure driver qualifications.

~~4.5. The Qualified Vendor's Home and Community-Based Services ("HCBS") certification includes~~Must include transportation as a service.

~~11. Sufficient staff is provided for the health and safety of all members being transported, including boarding and unboarding supervision.~~

~~Service Utilization Information~~

~~5.6. Using the assessment and plan developmental processes, the need for transportation is assessed by the member's planning team~~Member's Planning Team when there are no other community ~~or family resources~~ or Natural Supports for transportation available.

~~1. All transportation services must be prior authorized by the Division.~~

~~2. With the agreement of the member's planning team, an aide may be required to accompany the member in order to ensure the health and safety of the member. This should be requested at the time of referral for non-regularly scheduled transportation.~~

~~3. With the agreement of the member's planning team, the member's Support Coordinator shall arrange with the Qualified Vendor to wait for the member and to provide the return trip. A request for this arrangement will be made at the time of referral.~~

~~6.7. A referral to a Qualified Vendor for "on-demand" non-regularly scheduled transportation will include:~~

a. Dates and times service ~~is,~~ as needed~~;~~;

b. Pick up and drop off points~~;~~;

c. Whether an aide will accompany the ~~member,~~ Member;

d. Whether wait time will be needed^{7.1} and

e. The ~~member representative~~ Member's Responsible Person to contact on behalf of the ~~member~~ Member in case of an emergency.

~~4. Typical utilization would not exceed two (2) one-way trips per day.~~

8. Qualified Vendors Must cooperate and collaborate with the Department's quality monitoring.

Staff or Qualified Vendor Training and Qualifications

1. The Qualified Vendor Shall comply with all minimal training requirements specified in the QVA and applicable administrative rules, including:

a. Cardiopulmonary Resuscitation (CPR) and First Aid provided or sponsored by a nationally recognized organization, with in-person skills demonstration, such as chest compressions and first aid. CPR and first aid certification Must be maintained;

b. Article 9, Managing Inappropriate Behaviors by instructors certified by the Department and following the Department's training and testing guidelines;

c. Specific training indicated in the Member's Planning Document or as requested by the Member/Responsible Person, and/or the Department;

d. Prevention and Support Training by an instructor certified by the Department;

e. Training on the needs of the specific Member served and the operations of the Qualified Vendor's program; and

f. Additional skills needed to address the special or extraordinary needs of the Member as required by the Member's Planning Document.

2. DSP's May work with on-site personal supervision for up to ninety (90) Days following the date of hire while training is in progress. The training Shall be completed no later than ninety (90) calendar Days from the date of hire.

3. The Qualified Vendor Shall encourage participation of Member and Responsible Persons in training.

4. The Qualified Vendor and/or appropriate DSPs will attend administrative meetings, orientation, and various training required by the Department.

5. The Qualified Vendor Shall maintain Records documenting training for all DSPs and make training and Records available upon request by the Department.

Rate Basis

1. ~~Published.~~ The Qualified Vendor will bill according to the Division's Policies and Procedures Manual, Billing Manual, Rate Book.

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

2.—~~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 eighteen (18) 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 member, submit them to Division’s 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 member, the member name and identification number, date of service, mileage, pick-up and drop-off times, and pick-up and drop-off address. The records must be signed by the member/member’s representative as verification of services provided. The Qualified Vendor shall have procedures in place to ensure members board and unboard at the appropriate times and locations, and that no member is left unattended.~~

3.—~~For “scheduled” transportation, the Qualified Vendor shall record services delivered to each member and maintain copies of the daily transportation logs on file. The logs shall include, at a minimum by member, the member’s name and identification number, date of service, and pick-up and drop-off times. The Qualified Vendor is responsible to ensure that the member is transported in accordance with the member’s planning document. The Qualified Vendor shall have procedures in place to ensure members board and unboard at the appropriate times and locations, and that no member is left unattended.~~

4.2. ~~The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.~~