

## **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: 1) scheduled, and 2) on demand. “Scheduled” transportation is authorized when the Division member needs regular transportation to a day program service or an employment-related service. “On demand” transportation is authorized 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”)].

### **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
  - 1.4 This service has been approved and authorized by the Division’s District Program Manager/designee.
2. Transportation services authorized by a member’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 member’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 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.

11. Persons providing transportation are a minimum of eighteen (18) years of age and possess and maintain a valid driver license.
12. Driving records of persons driving the transporting vehicle are reviewed periodically to ensure driver qualifications.
13. The Qualified Vendor's Home and Community-Based Services ("HCBS") certification includes transportation as a service.
14. Sufficient staff is provided for the health and safety of all members 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 member's planning 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 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.
4. 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.
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 member,
  - 5.4 Whether wait time will be needed, and
  - 5.5 The member representative to contact on behalf of the member in case of an emergency.
6. Typical utilization would not exceed two (2) one-way trips per day.

### **Rate Basis**

1. 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.
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. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.