

Richland County Job and Family Services
Title XX Non-Emergency Transportation Plan

October 1, 2019 – September 30, 2020

Revised September 2019

General Information

Pursuant to Chapter 5160-15 of the Ohio Administrative Code, Medicaid transportation services are administered by County Departments of Job and Family Services. This Richland County Medicaid Transportation Plan provides an overview of the services provided within the county and includes policy letters and consumer notices used to provide guidelines to agency staff coordinating the services and consumers utilizing the services.

Richland County Job and Family Services defines the parameters of transportation services as the following, in accordance with Ohio Administrative Code, Section 5160-15:

- (1) Necessary transportation of Medicaid-eligible individuals for the purpose of obtaining Medicaid-coverable services.
- (2) For each Medicaid-eligible individual for whom transportation assistance is necessary, the most cost-effective type of assistance that is appropriate to the individual's circumstances and enables the individual to access Medicaid-coverable services in a timely manner will be provided.
- (3) Whenever possible, Medicaid-coverable services should be accessed within the local community, specified as Richland County and the surrounding counties of Crawford and Ashland. If it is necessary for a Medicaid-eligible individual to travel outside the community in order to obtain a Medicaid-coverable service, necessary transportation services will be provided.
- (4) Whenever transportation services are withheld, reduced, suspended, or terminated or a Medicaid-eligible individual formally expresses disagreement with an action or lack of action, a notice of state hearing rights will be provided to the individual.
- (5) Documentation related to requests for transportation assistance will be retained and disposed of according to the agency Records Retention Schedule (as set forth in Ohio Administrative Code, Chapter 5101:9-9).
- (6) Transportation services will be implemented in compliance with all nondiscrimination requirements as set forth in the Ohio Administrative Code, Chapter 5101:9-2.
- (7) Transportation assistance for a Medicaid-eligible individual will not be provided if the individual qualifies for transportation through a long-term care facility for which a per diem payment is made to the facility or transportation that is deemed necessary for the Medicaid-eligible individual to receive care related to a terminal illness provided or arranged by a hospice.

- (8) Transportation assistance shall be provided when, without such assistance, the Medicaid-eligible individual would not be able to obtain a Medicaid-coverable service.
- (9) Transportation assistance shall be provided if the Medicaid-eligible individual cannot use or has chosen not to use transportation that a managed care plan offers as an additional benefit but is not obligated to provide under its provider agreement; transportation that a federally qualified health center (FQHC) furnishes in accordance with Ohio Administrative Code, Chapter 5160-28; or transportation is not readily available through a community source, either public or private, without charge to the Medicaid-eligible individual.
- (10) It is understood, parents and guardians are considered to be a community source of transportation for their children.
- (11) It is understood, a Medicaid-eligible individual who is not enrolled in a MCP may choose to access wheelchair van services furnished by an eligible provider on a fee-for-service basis rather than use transportation assistance offered through Richland County Job and Family Services.

Transportation Coordinator

Cynthia VanDerGriend, Richland County Job and Family Services, 171 Park Avenue East, Mansfield, Ohio 44902.

Transportation Assistance

Medicaid-eligible individuals receive information regarding county Medicaid transportation assistance at the time of eligibility determination and/or renewal, through MCPs and local agencies serving Medicaid-eligible individuals. Additionally, information is available on the agency website at www.rcjfs.net.

Medicaid-eligible individuals may request transportation via the Medicaid Transportation hotline at 419-774-5470, fax 419-522-1744, or by written request via a RCJFS Medicaid Transportation Request Form (Bus Ticket Request Form or Gas Voucher Request Form). Additionally, local service agencies working with Medicaid-eligible individuals or the individual may request assistance via e-mail to Richland-Transportation@jfs.ohio.gov.

Richland County Job and Family Services considers local/community transportation to be transportation to destinations within Richland County and the surrounding counties to include Crawford and Ashland. Whenever an individual is on a bus line and is able to ride the bus, bus tickets will be issued for local transportation.

Richland County Job and Family Services does not provide assisted transportation; riders need to be ambulatory, need to be able to get in and out of the van without assistance, and need to

be able to locate their medical providers independently. Richland County Job and Family Services will decide, in consultation with the recipient of service, whether another individual may ride with the recipient to provide assistance and whether this will be covered in the transportation cost.

Richland County Job and Family Services reserves the right to require individuals who apply for transportation services to utilize other free or reduced fare services such as public transportation and other social service transportation programs in the community. Such decisions shall be based on the client's situation including medical needs, cost and timeliness concerns. Case documentation will include the rationale for decisions.

Transportation Assistance Policies

Richland County Job and Family Services written policies regarding scheduling, cancellations, and protocol for using transportation service shall be applied to all transportation assistance requests. The guidelines shall be provided to all applicants for transportation services who are approved for service.

Requests for transportation assistance must be submitted two weeks prior to the date of the scheduled appointment. Approval of requests for transportation assistance requested outside this timeframe will be evaluated on a case-by-case basis and will be for extenuating circumstances only.

Medicaid-eligible individuals determined to have misused transportation assistance in the form of bus tickets or gas vouchers will be required to reimburse the agency for the cost of the bus ticket(s) or gas vouchers issued and used before additional transportation assistance will be approved.

With respect to taxi and/or ambulette transportation assistance provided, if the Medicaid-eligible individual is determined to have been a "no show" for the taxi/ambulette pick-up, the following progressive action will be implemented:

- a) One (1) documented "no show" – cautionary call to the individual
- b) Two (2) documented "no shows" – individual must call the transportation provider the day before the scheduled appointment to confirm pick up
- c) Three (3) documented "no shows" – the individual will be banned for taxi/ambulette services for a period of three (3) months.

****NOTE: Gas vouchers issued for specific appointment dates must be redeemed one business day prior to the scheduled appointment, the day of the scheduled appointment or the business day following the scheduled appointment. Failure to redeem a voucher within the above outlined timeframe may result in loss of transportation services.***

Transportation Assistance Reimbursement

The Transportation Coordinator will evaluate the most effective method of transportation assistance based on the individual request and in the following manner:

- a) Medicaid-eligible individuals requesting transportation assistance to local medical appointments, who are ambulatory, will be provided bus tickets for the appointment(s).
- b) Ambulatory Medicaid-eligible individuals with access to private transportation (own vehicle or person willing to transport in his/her own vehicle and provide all necessary documentation) who provide verification of a current driver's license, current car insurance coverage, and current registration or title for the vehicle, may be issued a gas voucher in the amount depicted on the mileage rate chart (attached) for local/community appointments outside the local bus route or appointments outside the local/community area.
- (c) Medicaid-eligible individuals requesting transportation assistance for local appointments who are not ambulatory or individuals who do not have access to private transportation may receive taxi and/or ambulette services for local/community transportation not accessible on the bus route or medical appointments outside the defined local/community area if available.

Revisions/Renewals of the Medicaid Transportation Assistance Plan

The Richland County Medicaid Transportation Assistance Plan will be renewed on an annual basis prior to September 30th. Substantive changes made in the plan during the renewal period will be submitted prior to the effective date of the change.

For more information about the Richland County Medicaid Transportation Assistance Plan, contact Social Services Supervisor Cindy Pitcher, Richland County Job and Family Services, 171 Park Avenue East, Mansfield, Ohio 44902; 419-774-5430; or Cindy.Pitcher@jfs.ohio.gov.

Sharon Neumann, Director

Signature and Title

9/27/2019

Date

Attachments

1. NET Transportation Providers

Transportation Contractor	Effective Date	Contract Amount	Contract Terms
MBIE Center 271 Hedges Street Mansfield, Ohio 44902	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulette and Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
RCTB 35 N. Park St. Mansfield, Ohio 44902	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulette and Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
All American Transportation Services LLC, 575 Beer Rd. Mansfield, Ohio 44906	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulette and Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
Van Enterprises, Inc. /Apple Lane 672 Springmill Street Mansfield, Ohio 44903	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulette and Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
Elite Medical Transport of Mansfield, LLC 165 Marion Avenue Mansfield, Ohio 44903	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
Select Client Transportation 508 Elmwood Drive Galion, Ohio 44833	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
D & D Rides, LLC 7412 State Route 113E Berlin Heights, Ohio 44814	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.
Advantage Family Outreach & Foster Care 445 W. Longview Avenue Mansfield, Ohio 44903	10/01/2019 Thru 09/30/2020	Per Rate Schedule	Ambulatory door to door transportation services will be provided at the requested time and date per emailed or phone requests from RCJFS staff for eligible Non-Emergency Transportation (NET) recipients. The Provider will bill for each individual NET recipient per the attached 2020 Transportation Rate Schedule.

2. NET Mileage Chart

SFY 2020 Transportation Rate Schedule		For Ambulatory Clients One Way Rates						
	Contact #	0-5 Miles	6-10 Miles	11-15 Miles	16-20 Miles	21-25 Miles	Over 25 Miles	Wait Time
D&D Rides, LLC	216-702-4242	\$1.65/mi + \$7.50	\$1.65/mi + \$7.5	\$1.65/mi + \$7.5	\$1.65/mi + \$7.5	\$1.65/mi + \$7.5	\$1.65/mi + \$7.5	N/A
Apple Lane	419-522-9904	\$16.00	\$21.00	\$26.00	\$31.00	\$36.00	\$1.25/mi + \$36	\$30 after 1st 1.5 hrs
Elite Medical Transport	419-566-9611	\$16.00	\$21.00	\$26.00	\$31.00	\$36.00	\$1.50/mi	\$7.50 ea. 15 minutes
Advantage Family Outreach	614-312-8778	\$1.75/mi + \$10.00	\$1.75/mi + \$10.00	\$1.75/mi + \$10.00	\$1.75/mi + \$10.00	\$1.75/mi + \$10.00	\$1.75/mi + \$10.00	\$30 after 1st Hour
MBIE	419-526-2200	\$18.50	\$22.00	\$27.00	\$32.00	\$37.00	\$1.75/mi + \$37	\$30 after 1st hr + \$7.5 ea. add'l 15 minutes
All American	419-589-7433	\$2.00/mi + \$15	\$2.00/mi + \$15	\$2.00/mi + \$15	\$2.00/mi + \$15	\$2.00/mi + \$15	\$2.00/mi + \$15	\$30 per hour
Select Client Transport	419-544-2208	\$14.00	\$19.00	\$24.00	\$29.00	\$34.00	\$1.70/mi	\$25.00
RCT	419-522-4504	6.81/mi, min 1 mile	\$6.81 per mile	\$6.81 per mile	\$6.81 per mile	\$6.81 per mile	\$6.81 per mile	
		For Ambulette (Wheelchair Transportation) One Way Rates						
		0-5 Miles	6-10 Miles	11-15 Miles	16-20 Miles	21-25 Miles	Over 25 Miles	Wait Time
D&D Rides, LLC		\$1.75/mi + \$30	\$1.75/mi + \$30	\$1.75/mi + \$30	\$1.75/mi + \$30	\$1.75/mi + \$30	\$1.75/mi + \$30	\$15.00 HR
Apple Lane		\$1.5/mi + \$35.00	\$1.5/mi + \$35.00	\$1.5/mi + \$35.00	\$1.5/mi + \$35.00	\$1.5/mi + \$35.00	\$1.5/mi + \$35.00	\$30 after 1st 1.5 hrs
MBIE		\$38.75	\$47.50	\$56.25	\$65.00	\$73.75	Add'l mile	\$73.75 + 1.75 ea. Add'l 15 minutes
RCT		6.81/mi, min 1 mile	\$6.81 per mile	\$6.81 per mile	\$6.81 per mile	\$6.81 per mile	\$6.81 per mile	
All American		\$2.00/mi + \$40.00	\$2.00/mi + \$40.00	\$2.00/mi + \$40.00	\$2.00/mi + \$40.00	\$2.00/mi + \$40.00	\$2.00/mi + \$40.00	\$40 per hour
		Ride Share Rates (Akron/Cleveland/Columbus)						
		One Way Trip	Round Trip	Add'l Passenger				
D&D Rides, LLC		\$1.65/mi + \$7.50		\$7.50 Pick up fee				
Apple Lane		\$40.00	\$60.00	\$25.00				
MBIE		50%						
Elite Medical Transport		50%		\$25.00 each way				
Effective 10/1/2019								