

LAKESHORE REGIONAL ENTITY SERVICE DESCRIPTION

Transportation

This service must be provided consistent with requirements outlined in the MDHHS Medicaid Provider Manual as updated. The manual is available at:

<http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>

1. Definition or Description of Service

- a. PIHPs/CMHSPs are responsible for transportation to and from the Individual's place of residence when provided so an Individual may participate in a State plan, HSW or additional/B3 service at an approved day program site or in a clubhouse psychosocial rehabilitation program.
- b. Medicaid Health Plans (MHPs) are responsible for ensuring their enrollees' transportation to the primary health care services provided by the MHPs, and to (non-mental health) specialists and out-of-state medical providers.
- c. MDHHS is responsible for assuring transportation to medical appointments for Medicaid beneficiaries not enrolled in MHPs; and to dental, substance abuse, and mental health services (except those noted above and in the HSW program described in the Habilitation Supports Waiver for Persons with Developmental Disabilities as defined in the Medicaid Provider Manual) for all Medicaid beneficiaries. (Refer to the local MDHHS office or MHP for additional information, and to the Ambulance Chapter of the Medicaid Provider Manual on medical emergency transportation).
- d. PIHPs/CMHSP's payment for transportation should be authorized only after it is determined it is not otherwise available (e.g., MDHHS, MHP, volunteer, family member), and for the least expensive available means suitable to the Individual's need.

2. Practice Principles

- a. Provide transportation services described herein to and from Individuals' homes or mental health programs upon CMHSP request and as mutually agreed upon by CMHSP and the Provider.
- b. The location of the service is to be from the Individual's residence (or other agreed upon location) to the designated site and return to the residence (or other agreed upon location) upon completion of the service day.
- c. Transportation services will either be provided by the contracted Provider directly or subcontracted with other transportation provider utilizing the most cost effective method. Notwithstanding the above, nothing in this contract shall require the Provider to provide services under any situation or to any Individual if the Provider should determine that doing so may result in a risk to CMHSP consumers, to Provider employees or agents, to third parties or members of the general public, to other users of the Provider's services, or to any others, or may result in the damage to any property. Meeting this condition, the Provider will be expected to allow CMHSP to teach alternatives to challenging behaviors during the actual transport.
- d. The Provider will drop off consumers only at the destination specified by CMHSP. If this does not occur the Provider will immediately notify designated CMHSP personnel.

3. Credentialing Requirements

- a. Provider will assure that licensed professional staff are licensed and/or registered in the State of Michigan to provide services at the level authorized by the Payor. Licensed professionals shall act within the scope of practice defined by their license.
- b. Provider shall assure that all staff providing services are qualified and trained to provide services at the level authorized by the Payor.
- c. Provider shall ensure that all vehicles used for transporting the Individual(s) under this agreement are at all times in safe operating condition and contain first aid equipment.

- d. Provider shall permit only responsible staff with an appropriate valid driver's license and insurance, as required by State law, to operate motor vehicles while transporting Individual(s) as evidenced by annual driving record and insurance checks.
- e. Provider shall maintain a copy of training records for each staff person for review if requested by the Payor, the LRE, or an external review team.
- f. Providers of services must:
 - i. Be at least 18 years of age.
 - ii. Be able to prevent transmission of any communicable disease from self to others in the environment where they are providing supports.
 - iii. Be able to communicate expressively and receptively in order to follow individual plan requirements and beneficiary-specific emergency procedures, and report on activities performed. Understanding and skill must be documented.
 - iv. Be in good standing with the law as outlined in the MDHHS/PIHP contract.

4. Service Requirements

- a. Provider will determine the time when passengers will be picked up from and delivered to their destinations as close to the time schedule submitted by the payer as possible.
- b. Provider will transport passengers by the most direct and reasonable route with the understanding that pick up and drop off will occur within fifteen (15) minutes of the time scheduled.
- c. Provider will notify the Individual and/or the persons responsible for their care prior to pick-up time, if Provider is unable to transport passengers that day.
- d. Provider reserves the right, after consultation with the payer's staff, to refuse or suspend service to any Individual whose condition or behavior is considered, in the Provider's judgment, to constitute a threat or danger to the safety or welfare of the Individual or other individuals in the transportation program. Consultation will not be required in emergency situations in which the seriousness and immediacy of the threat or danger precludes such consultation.
- e. Maintain and service all vehicles in accordance with the manufacturer's recommendations, including lifts and special equipment, and in accordance with all recommended standards and requirements for motor vehicles of a similar type used for the transportation of the public.
- f. Assure that a written maintenance log is kept for each vehicle and that all routine and special maintenance on each vehicle will be properly recorded therein.
- g. Maintain a process for riders to file service complaints.
- h. Maintain a log of service complaints registered with the Provider and forward to the CMHSP quarterly.
- i. Maintain a process for Individuals to cancel scheduled rides when necessary.
- j. Provider will assure that all vehicles used have been maintained and have had a safety inspection.
- k. Provider will assure that safety equipment (i.e. first aid kit, hazard triangles, fire extinguisher) is maintained safely in the vehicle. Provider will assure staff have a working cell phone or communication device when providing transportation.
- l. Provider shall complete services documentation and records that meet the CMHSP's requirements for reimbursement. Provider's services and documentation/records shall comply with the standards of the CMHSP, accreditation bodies, MDHHS, any applicable licensing Department or Agency of the State of Michigan, Medicaid and Medicare regulations and/or any third-party payers.
- m. The Individual's record must contain sufficient information to document the provision of services, including the nature of the service, the date, and the location of contacts, including whether the contacts were face-to-face. The frequency and scope of contacts must take into consideration the health and safety needs of the Individual.

5. Training Requirements

- a. See Attachment I: Training Requirements for specific training requirements and frequency of trainings.
- b. Provider will ensure and document that each staff is trained on the Individual's IPOS and ancillary plans, prior to delivery of service.

6. Eligibility Criteria/Access Requirements/Authorization Procedures

- a. Individuals presenting for mental health services will be engaged in a person-centered planning process through which diagnostic information and service eligibility will be determined. Eligibility tools may be used in conjunction with the person-centered planning process to determine and document medical/clinical necessity for the requested service.
- b. Waiver eligibility requires verification of no change in waiver status.
- c. The [Lakeshore Regional Entity Guide to Services](#) provides a summary of service eligibility, access to services, and service authorization. Additional information related to policies, procedures and Provider Manuals may be found by accessing the specific CMHSP websites.