

**WARREN COUNTY JOB AND FAMILY SERVICES  
DIVISION OF HUMAN SERVICES  
COMMUNITY NON-EMERGENCY TRANSPORTATION PLAN  
01/2020**

Non-Emergency Transportation (NET) is a statewide program that is administered by the County Department of Job and Family Services (CDJFS) in accordance with 5160-15 of the Ohio Administrative Code. The Community Transportation Plan for Warren County will be reviewed by Warren County Job and Family Services, Division of Human Services and updated as necessary, a minimum of one time per calendar year or when changes occur in the NET Program.

The Department Director is responsible for administering the NET program and will review and update the plan as necessary.

The CDJFS shall implement the provision of Chapter 5160-15 of the Administrative Code with all nondiscriminatory requirements in accordance with rule 5101:9-2-01 of the Administrative Code.

Consumers (traditional Medicaid consumers as well as foster/adoption consumers) are able to access NET services through several different methods: by requesting transportation services in person, by referral from their case manager, electronically, or most commonly by phone.

NET is the provision of transport that also requires the use of the most cost-effective mode(s) of transportation that addresses the consumer's medical condition and timeliness concerns.

Requests for transportation should be made by the consumer at least ten (10) working days in advance unless transport is needed sooner either because the consumer is ill or injured or because the Medicaid provider or the Managed Care Plan (MCP) provider has scheduled a medically necessary follow-up appointment.

Medicaid-eligible consumers who request transportation services can contact 513-695-1450 and will be directed to the Warren County Transportation Call Center through Universal Transportation Systems (UTS) to schedule rides. UTS will verify Medicaid Eligibility via the MITS system, if unable to verify eligibility UTS will contact the NET Coordinator for assistance

When monthly invoices are received from the provider, the invoice is checked by the NET Coordinator for accuracy. Contracted providers are required keep daily manifest of trips completed.

The definition of "community" for the purpose of NET services is "all of Warren County". NET services are available outside of the "community" to consumers who are unable to obtain medical services in this area by requesting this service from Warren CDJFS. The Warren County NET Coordinator will verify that the treatment is not available in the community and make appropriate arrangements for transport to the facility.

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Consumers who are eligible for transportation through other Medicaid programs are referred to those programs. Other Medicaid covered services that a consumer may be eligible for include: Hospice services; Pregnancy Related Services; ambulate; ground ambulance; air ambulance services; center based day care services that are part of Ohio Department of Medicaid administered waivers; services provided by long-term care facilities. Also included are: Federally Qualified Health Centers; Managed Care Plans; Home and Community Based Waiver services; and Healthcheck services. If transportation is not available through these programs, NET transportation will be provided.

Transportation services are coordinated with two primary resources: Universal Transportation Services, (UTS) and Warren County Transit. The Warren CDJFS has contracts with both vendors to provide transportation services. Services are primarily provided by these providers. Consumers who require handicap accessible transportation must request this through the Provider. If the consumer needs additional assistance with this request they may also contact the Warren County NET Coordinator at 513-695-1450 for further assistance. Other providers who offer handicap accessible transportation include: Community Ambulance Services (513-929-4747) and Medic One (513-554-4808). The Warren CDJFS will handle all accommodation for special needs consumers.

The secondary mode of transportation is through mileage reimbursement to a consumer who owns a vehicle or to a driver of their choice to provide transportation services for an approved trip. Mileage costs are paid at the same rate as the Warren CDJFS reimburses employees for mileage costs. Consumers who request reimbursement for using their own or another person's vehicle are required to provide verification from the medical provider that they had an appointment and submit the transportation reimbursement form for the trip. The agency may use Map Quest or Google Maps to check the accuracy of the mileage request. All required documents for mileage reimbursement under the NET Program are required to be submitted to the Warren County NET Coordinator for processing on a monthly basis.

When it is necessary for a Medicaid consumer to travel outside of the "community" for medical treatment or service, lodging, meals, and other related travel expenses for the consumer (and when medically necessary, an attendant) may be paid for at the same rate that the department pays its employees for such expenses. A relative traveling with the consumer will not be reimbursed for expenses.

When it is necessary for Medicaid consumer to travel within the "community" for medical treatment and an attendant is required to assist, the attendant qualifies for either the agency primary or secondary source of transportation, whichever is the most cost effective.

An "attendant" is a person who accompanies the consumer who is unable to travel independently during a Medicaid covered service.

A "relative" is defined as spouse, child, grandchild, parents, grandparents, siblings, step-child, step-parents, step-siblings, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, or legal guardian or other person who stands in place of a parent

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The necessity for overnight lodging should be determined by the following criteria:

- The destination must be in excess of a two (2) hour drive;
- The appointment time begins prior to 8:00 am or ends past 6:00 pm;
- Must be approved by the department Director prior to use.

When making lodging reservations, the consumer should request the most economical rate. The Warren CDJFS will present a tax exempt certification form to the establishment.

Transportation service providers are selected through competitive proposal procurement. Contracts are approved by the Warren County Commissioners.

Current vendors include:

- Universal Transportation Services (UTS), 5284 Winton Road, Fairfield, Ohio 45014, Phone No. 1-800-339-0323. Cost of current year contract is \$940,067.78 and expiration is 6/30/2020.
- Warren County Transit, 220 Senate Drive, Monroe, Ohio 45050, Phone No. 888 297 0990. Cost of current year contract is \$10,000 and expiration is 6/30/2020.

If a consumer cancels or has a medical appointment cancelled by the provider, it is the consumer's responsibility to notify the Warren CDJFS and/or the transportation provider at least two (2) hours prior to the arranged pick-up time.

As there are no regulations regarding the misuse of NET services, the Warren CDJFS has implemented a telephone confirmation requirement to be imposed when the following occurs: If a consumer with telephone access, without good cause, on two or more consecutive occasions during a thirty (30) day time period fails to utilize transportation or fails to properly cancel service, the WCDJFS may require the consumer to confirm all subsequent appointments by telephone for three (3) consecutive months. In order to establish the consumer acted without good cause, the WCDJFS shall assess the consumer's situation before proceeding with a telephone confirmation.

Before implementation of a telephone confirmation requirement, the CDJFS must notify the consumer of the telephone confirmation requirement in writing.

If the CDJFS suspects that a NET consumer appears to be misrepresenting their situation in order to receive benefits to which they are not entitled, a referral is made to the Warren CDJFS Fraud Unit.

NET service providers are responsible to resolve quality issues with consumers directly. The service providers are responsible for getting the consumer to the medical facility in a safe and timely fashion. The department intervenes when an issue of quality cannot be resolved between the consumer and the vendor.

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Consumers will be informed of NET services upon Medicaid approval. Consumers who access the program will be informed of program guidelines by the NET Coordinator. If eligible, the JFS 04074 Notice of Approval is issued. If ineligible, the JFS 07334 is issued.

The Warren County Job and Family Services, Division of Human Services staff responsible for the NET Program include:



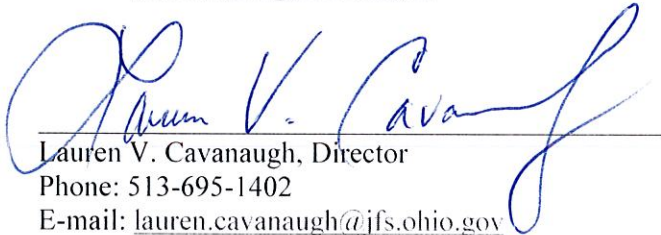
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1/27/2020  
Date



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1/27/2020  
Date



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1/27/2020  
Date

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