

## Addendum SPC 107: Transportation

Lakeland Care District (LCD) members receiving transportation services funded by the LCD shall have an identified outcome necessitating the provision of transportation to support this outcome.

The provision of contracted, authorized, and provided Transportation services shall be in compliance with this agreement, including the requirements of this section and applicable licensing, certification, or permits.

### **Definition**

Specialized transportation is the provision of services or items which permit an individual to gain access to community services, activities and resources. This service may consist of items such as tickets or other fare medium or services where the provider directly conveys a participant and her or his attendant, if any, to destinations *(as defined in Wisconsin's s. 1915 (c) home and community-based waiver services waivers #0367.90 and #0368.90 required under s. 46.281(1)(c), Wis. Stats.)*.

### **Standards, Training, Competency**

Providers of transportation services shall meet requirements of any and all applicable licensing, certification, and city permit(s), including, but not limited to:

- Drivers shall have appropriate operator's license(s) from the Department of Transportation.
- Drivers shall be trained and competent in both the vehicle and the specific support needs of the individuals being transported.
- Vehicles shall be in good repair with all operating and safety systems functioning properly. This includes all mechanical systems needed to operate the vehicle, lights, safety belts, tires, heaters, and tie downs and lifts for wheelchair transportation.

### **Collaboration and Coordination of Care**

Through the use of the Resource Allocation Decision method (RAD), the LCD Interdisciplinary Team (IDT) staff shall assess the member's needs and outcomes to determine the amount of transportation services to be authorized. The IDT staff shall exchange pertinent information with the provider at the time the referral is made. This information exchange shall include the member's outcomes, assessed needs and amount of authorized units as it relates to transportation services.

### **Billable Units**

Contracted transportation services are authorized by trip/mile and/or route. The specific services and rates/units of this agreement are indicated in the Rates and Service Codes chart of the contract.

### **Trips**

A trip consists of the point of member's pick-up to delivery at member's destination. For example, if a member is picked up at home and transported to the clinic, one trip has been completed when the member is dropped off at the clinic.

A **trip charge includes** the following services:

- Dispatch of vehicle to the member's pick-up point

- Escort of the member to their pick-up point and drop-off point (may include door-to-door, curb-to-curb, or door-thru-door)
- **Non-Medical Rides:** The first **seven** miles traveled by the vehicle beginning at the member's pick-up point (if applicable, please see mileage section below).
- **Medical Rides:** The first **five** miles traveled by the vehicle beginning at the member's pick-up point (if applicable, please see mileage section below).

\* If the services provided to LCD members do not meet all 3 of these criteria, Provider may not bill a trip charge.

### **Mileage**

Mileage for **non-medical** appointments is the distance traveled after the first **seven** miles included in the trip charge. Mileage for **medical** appointments is the distance traveled after the first **five** miles included in the trip charge.

Mileage cannot be billed for trips where a route rate or flat fee has been established.

LCD covers mileage for the shortest, most direct route from the point of member's pick-up point to the member's destination.

Dispute of mileage will be resolved with [www.mapquest.com](http://www.mapquest.com) using the shortest distance.

### **Unloaded Mileage**

Unloaded mileage is the distance traveled without a passenger to pick up a passenger for authorized transportation. Unloaded mileage may be billable by SMV providers under the following circumstances.

- The vehicle travels empty more than 20 miles by the shortest route available from the dispatch point (i.e., vehicle starting location) to the member's location.
- Unloaded mileage is *not* reimbursed for travel less than 20 miles.
- Unloaded mileage is reimbursed only once when multiple members are being carried on one trip.
- Unloaded mileage is not reimbursed for a vehicle returning empty to its home base.

### **Route**

Route transportation is the provision of travel from one location to another established location with an agreed upon rate. Route reimbursement rates may include travel from one city to another city or from the member's home location to a regularly routed and scheduled location. Additional mileage cannot be billed separately when a route rate has been contracted. Contracted route rates will be reimbursed per the provisions of the Rates and Service Codes chart in the contract.

### **Wait Time**

Wait time is the time a vehicle and its driver spend waiting for a member upon arrival at their destination. Wait time is only billable to the LCD in situations where, due to location, the transportation provider does not have the opportunity to provide other transportation services. Negotiated flat rates include two hours of wait time.

**Member Use of Personal Resources/ Enhanced Services**

Any use of personal resources for services/items within the Family Care benefit package must be wholly voluntary on the part of the member. For circumstances where the member is choosing to use their personal funds for transportation where the cost is more than:

- \$100.00 for a single transportation onetime service or
- \$100.00 or more per month for multiple transportation services

The LCD must assure that the member has been educated on their rights and that the purchase is wholly voluntary. The LCD assures this by drafting a Member's Use of Personal Resources Agreement or an Enhanced Service Agreement. These are written agreements between the member, the LCD, and provider of service/item which outlines the dates, costs, and signatures by all parties, that this is the member's choice to voluntarily fund the service/item, and that the bill will be sent directly to the member by the provider. A contracted LCD provider may only bill a member directly upon receiving either a Member's Use of Personal Resources Agreement or an Enhanced Service Agreement that has been signed by all parties where the total sum of the transportation service being paid by the member exceeds \$100.00.

If a member voluntarily chooses to fund for a single onetime transportation service under \$100.00 or for multiple transportation services within a month under a total of \$100.00, a Member's Use of Personal Resources Agreement or an Enhanced Service Agreement is not applicable.

**Lakeland Care District's Contract Expectations for Transportation Providers**

- Transportation service providers will adhere to the hours of service listed on their Application & Rate Proposal Information sheet
- Transportation service providers are allotted a 15 minute window for pick up/drop off times for rides scheduled in advance
- Negotiated out of county flat route rates include mileage and 2 hours of wait time.