



McDowell County Department of Social Services Transportation Policy

EFFECTIVE JANUARY 2013

*Agency transportation requests and gas vouchers need to be requested as far in advance of the scheduled medical trip as possible. We ask that you call in your request at least 3 business days in advance for in town appointments and 5 business days for out of town appointments. ***Agency Transportation and gas vouchers will be scheduled on first come, first serve basis.*** These requests do not have to be made in person. They can be made by phone. Please call the ***Transportation Coordinator at 828-659-0634*** to schedule an appointment or to get a gas voucher. You can also come by the office to apply for transportation and/or fill out a written request for services. These forms are available at the front desk. Please make sure you leave your name, and phone number, and an alternate phone number for the Transportation Coordinator to contact you. She will return all phone calls within the day she receives the information. She checks her voice mail every two hours, and returns all phone calls at that time.

*Effective July 1, 2011, **agency transportation to Asheville will be scheduled on Monday, Wednesday and Friday mornings between 9 a.m. and noon. Trips to Morganton will be scheduled on Tuesday and Thursday between 9 a.m. and noon.** You will need to make your medical appointments accordingly. Since several people may be transported on these trips, be prepared to spend the morning and into the afternoon for these appointments.

*If you are requesting agency transportation and we are unable to schedule you because of a conflict, the Transportation Coordinator can assist you in verifying if the appointment can be rescheduled with your medical provider. Please call early to avoid having to reschedule your appointment. Remember, we schedule on a first come, first serve basis which is fair to all clients.

*Transportation will be provided to the closest provider for the needed medical services or if the client has a referral from their local Primary Care Physician (PCP) to a specialist who cannot provide services locally, or good cause exists, as discussed in your initial Assessment. Choosing a PCP outside the county does not constitute good cause, and transportation services will not be authorized for those visits. Medicaid only pays for transportation if the recipient receives a Medicaid covered service provided by a qualified Medicaid provider (one enrolled as a NC Medicaid provider). Medicaid only pays for the least expensive means suitable to the recipient's needs. **Verification forms that the appointment was kept must be returned by the 10th of the month following the appointment month; for example, June medical appointments must have the form signed by the medical office by July 10.**

*Medicaid Transportation Drivers are not EMT's, and cannot assist with medical issues, nor do they enter the houses of clients to bring them to the vehicles or return them back into the home. We provide curb-to-curb services. If there are special medical or wheelchair issues, please advise the transportation coordinator at the time of scheduling so that arrangements can be made, including where to park at your home for wheelchair loading with the lift. If an individual has to be transported to the Emergency Department from their doctor's office, the driver can only leave the individual at the hospital and cannot stay. The driver has to continue to cover the rest of his/her route for the day.

*If transportation is not needed after being scheduled, please notify the Transportation Coordinator immediately, or no later than 5:00 p.m. the day before the scheduled appointment. If any transportation driver/provider comes to pick you up and you are not home, or you have cancelled a scheduled medical

appointment without notifying the Transportation Coordinator, and no good cause exists, this will be considered a “No-show” appointment, and you will be issued a written notice.

*If you receive three “No-shows” in a three month period, without showing good cause, your transportation services will be suspended for one month from the date of the third written notice. This includes obtaining a gas voucher and failure to attend the medical appointment on the day of the voucher. Repayment of the gas voucher amount will be requested, as well as a sanction imposed.

”Good Cause”

An individual has good cause for a no-show when:

- There is a death in the client’s family,
- The client or another family member is ill,
- The client was unable to contact the Transportation Coordinator because of lack of telephone service or any other means of contact, or
- Any other reason defined and accepted by the Transportation Review Board.

If at any time, the client disagrees with the agency’s decision of suspension, the client has the right to appeal that decision. Procedures for requesting a hearing are attached to this policy.

*You will be notified in writing when the suspension period is over.

*Foul language will not be tolerated on the phone, in a county vehicle, or during any part of your trip, including the gas station where you redeem your gas voucher. It is important we keep good rapport with the gas stations that accept our services.

*The use of alcohol or drugs will not be tolerated before or during a trip. If a transportation worker arrives to pick you up and you have been drinking or using drugs, you will not be transported. Violation of this rule will be treated the same as a “No-show”. Eating and tobacco use are also prohibited on agency vehicles.

*Our Transportation Review Board (consisting of the Director of Social Services, Transportation Supervisor, and Transportation Coordinator) will review any problems not covered under this policy as they arise, and a decision will be made on a case by case basis. A written decision will be issued to you by the Board.

*If you are referred to an out-of-county doctor by a specialist or a PCP, our office will require a copy of the referral before we can transport you or issue a gas voucher.

*Effective July 1, 2011, voucher amounts will be one-half the IRS allowed business rate (28.25 cents per mile effective January 2013). Mileage is computed based on the address on the recipient’s Medicaid card to the provider’s listed Medicaid address and back.

These rules are set up to be fair and consistent to our clients and to provide good customer service! We enjoy serving our clients, and helping them in their everyday life is our Number One Goal!