

# **FRANKLIN COUNTY SENIOR OPTIONS**

## **MEDICAL TRANSPORTATION SERVICE SPECIFICATIONS**

*(These rules are subject to change with each new contract cycle)*

## **SERVICE SPECIFICATION 1: DEFINITION**

**Medical transportation** includes lift and non-lift transportation for medical appointments, and transportation to medical facilities and pharmacies. One escort (for purposes of assisting the client) may ride with the client without charge to FCSO. Providers are not required to transport more than one escort per client.

**Expanded Transportation (Optional Service)**: This service enables clients to travel to various locations within Franklin County to assist in meeting their social and personal needs. The following destinations are examples of appropriate locations: supermarkets, post office, beauty parlor, bank, a cemetery, etc. One escort (for purposes of assisting the client) may ride with the client without charge to FCSO. Providers are not required to transport more than one escort per client.

## **SERVICE SPECIFICATION 2: UNIT OF SERVICE**

- A. A unit of Medical or Expanded Transportation is one mile.
- B. Providers shall bill for miles traveled per the Defined Zip code Mileage chart. This chart will be supplied to FCSO providers by the FCOA. The FCOA reserves the right to update or modify this chart if necessary, and will supply the most current chart to all contracted providers.

## **SERVICE SPECIFICATION 3: DESCRIPTION OF SERVICE TO BE PURCHASED**

The Provider shall provide documentation that it meets any and all federal, state, county, or municipal regulations or licensing requirements appropriate to the provision of transportation services in Franklin County.

The purchased service must include the following components:

- A. The service shall be available on an uninterrupted basis during the Provider's hours of operation, as indicated by the Provider.
- B. Clients shall be given the Provider's telephone number and shall be instructed to call this number directly to arrange trips to medical appointments. The service must be door-to-door which shall be defined as service to/from the closest reasonable point of vehicle access to the location of the client.
- C. The Driver shall go to the door of the client's residence or the approved site, to safely escort the client to the vehicle. At the approved destination site, the Driver may be required to enter the facility to safely escort the client and provide personal assistance as necessary.
- D. The Driver shall provide personal assistance as necessary, and per client request. Personal assistance is limited to assistance in moving to/from the door of the pickup site/approved destination, and/or assistance with the client's equipment, etc. The Driver shall also assist the client in entering or exiting the vehicle, as necessary.
- E. The Provider shall recognize that some clients may not be able to see or hear the vehicle when it arrives to pick them up, and that others may have physical limitations that prohibit them from waiting outside or in a lobby area. In these instances, the Driver may need to go to the front door of the client's residence or medical facility to locate client.
- F. The Provider shall not pick up the client more than one hour prior to the scheduled appointment

time.

- G. The Provider must coordinate and adjust the pickup time with the client in order to insure a timely arrival at the medical provider or other approved destination.
- H. For return trips and emergency trips there shall not be a waiting period of more than one hour from the time the Client is ready to go and contacts the Provider, and the time the client is picked up.(See Medical Transportation COP 5, Section I)
- I. If the Provider so chooses, clients may be transported in multiple-loading arrangements, but those arrangements must be in accordance with all other specifications of the contract.
- J. The Provider must recognize that some clients have exceptional situations, and must be transported according to their special needs as specified by FCSO and in accordance with all other specifications of the contract. A multiple-loading arrangement may or may not be appropriate to service these needs. Possible situations include:
  - 1) Clients who have medical conditions that require transport of equipment
  - 2) Clients who are receiving chemotherapy, dialysis, or other treatments or therapies that may cause illness during transit.
- K. The Provider must take reasonable precautions to ensure that clients are not transported in the same vehicle with individuals whose medical conditions may be contagious.
- L. The Provider must ensure that the client does not ride in any transportation vehicle for more than one hour of travel to/from the approved destination site.
- M. No additional charges shall be incurred by or for a client who requires an escort to accompany the client to the approved destination, for the purpose of offering assistance.
- N. Transportation services authorized by FCSO are for currently enrolled FCSO client use only. Provider's employees (drivers) may request that a FCSO client show ID to verify a client's identity. The Provider shall contact the FCSO Case Manager or the Quality Improvement team if fraudulent use of FCSO funded transportation services is suspected.

#### **SERVICE SPECIFICATION 4: DELIVERY OF PURCHASED SERVICE**

- A. The Provider shall maintain a sufficient number of vehicles to ensure efficient service delivery to eligible recipients.
- B. The Provider must deliver clients to all postal zip codes in Franklin County. Should a round trip be required, the provider accepts the responsibility for the provision of the return trip, and must ensure the client is transported back home.
- C. For each separate appointment, the Provider is not required to make more than one attempt to pick up an authorized client from the client's residence on the same day. Provider is required to attempt to locate the client if the client is not present for pick up. This can be achieved by phone contact to the client's home, knocking on the client's door, phone contact to dispatcher, etc.
- D. The Provider shall make as many attempts as necessary to pick up the client for a return trip home from the approved destination site.

- E. There shall be no smoking in the transportation vehicle while the client is present. In the event an FCSO client requests a smoke-free vehicle, the Provider shall comply with this request.
- F. The Provider shall ensure that all Drivers meet the following criteria:
  - 1) The Driver shall have held a current and valid driver's license for at least two years, and hold any license endorsement required to operate the type of vehicle used for the service
  - 2) The Driver shall possess the ability to understand written and oral instructions
  - 3) The Driver shall possess the ability to conduct and document the daily vehicle inspection
  - 4) The Driver shall wear clean and appropriate attire, and have identification which is clearly labeled with the name of the Provider agency
  - 5) The Driver shall perform his duties in a professional manner, and shall be courteous to all clients at all times
  - 6) The Driver shall possess the ability to respond appropriately in the event of an emergency. Such duties include but are not limited to obtaining emergency medical assistance for a client; ensuring a disabled vehicle is safely moved off to the side of the road with emergency flashers enabled
  - 7) The Driver shall observe and comply with all state and local laws regarding the use of cellular phones while the client is being transported in the vehicle. Drivers shall limit the use of cellular phones while the client is being transported in the vehicle in order to ensure client safety. Drivers are strictly prohibited from "texting" – sending or reading a text message - while the vehicle is in transit

#### **SERVICE SPECIFICATION 5: VEHICLE REQUIREMENTS**

- A. All vehicles licensed and registered as an Ambulette must meet all vehicle criteria established through the Ohio Revised Code Section 4766-3, Ohio Medical Transportation Board.
- B. All ambulette drivers shall perform daily inspections of the vehicle, checking for the safety and functionality of the items contained in Section H and I, prior to transporting a FCSO client.
- C. All non-lift transportation vehicles to be used in delivering the purchased service must meet the following criteria:
  - 1) Each vehicle shall be inspected every 12 months by a certified mechanic, or the state highway patrol safety inspection unit. Inspections must include the items listed in Section G.
  - 2) All non-lift drivers shall perform daily inspections of the vehicle, checking for the safety and functionality of the items contained in Section I.
- D. The Provider shall maintain a copy of the current vehicle registration, insurance, and license (when applicable) in each vehicle.

- E. The Provider shall ensure that all vehicles are equipped with all of the following items:
- 1) Two-way radios or cellular phones
  - 2) A tire jack, spare tire, step stool, functional seat belts
  - 3) First aid kit or supplies
  - 4) Operable heat and air conditioning at all times, which shall be in use during periods of warm or cold weather
- F. The Provider shall ensure that all vehicles used to transport a FCSO client meet the following requirements:
- 1) Are clearly identified with the agency name on both sides of the vehicle
  - 2) Shall be maintained in a state of good repair that will allow for safe transport
  - 3) Shall have clean interior that is in good condition (free from tears or rips in upholstery)
  - 4) Shall have a clean exterior that is free of large dents
- G. The Provider shall obtain and maintain documentation of an annual inspection of all vehicles by a certified mechanic, state highway patrol safety inspection unit, or Ohio Medical Transportation Board. The annual inspection shall thoroughly inspect all aspects of the vehicle, including, but not limited to the following:
- 1) Interior and seating
  - 2) Exterior/Body of vehicle, Windows, windshields, wipers and mirrors
  - 3) Brake systems
  - 4) Tires, Steering, and Shocks
  - 5) Exhaust system
  - 6) Gas tank and fuel system
  - 7) Lights – headlights, brake lights, interior lights, etc
  - 8) Battery and electrical system
  - 9) Heaters, AC, defrosters
- H. Providers shall complete and document a daily inspection of the wheelchair lift, and shall run the lift through one complete cycle prior to transporting a FCSO client. This inspection shall ensure the following:
- 1) There is no physical damage to the lift, and that it is free from any dirt, gravel or other foreign material
  - 2) The lift is functioning properly and smoothly – all moving parts are appropriately lubricated, there are no loose bolts or fasteners, and there are no leaks or binding hardware, frayed cables, etc.
  - 3) The lift is properly secured when in storage position, free from any hazardous protrusions or exposed edges that have not been properly padded
- I. The Provider shall complete and document a daily safety checklist for all vehicles (non-lift and ambulette) that contains the following elements:
- 1) Interior – seats and floors are clean, seatbelts are accessible, contains two way communication device
  - 2) Exterior – clean, windows and mirrors and are clean and free from cracks, and all doors are operable, no visible fluid leaks
  - 3) Fluids - ensure all fluids (brake, transmission, gasoline, etc.) are filled at appropriate levels

- 4) Tires – inflated properly, free from any visible sidewall or tread damage or excessive wear, spare contained in vehicle (when appropriate)
- 5) Electrical/Mechanical – brakes, wipers, horn, lights, heat/AC/defrost are functioning properly, battery, alternator, gauges, belts and hoses are functioning
- 6) **Ambulette** – Wheelchair restraints, ties, and wheelchair lift are functional, fire extinguisher, bio-hazard kit, flares or reflector triangles are available