

A resolution to approve the Non-Emergency Medicaid Transportation Plan for Fairfield County Job and Family Services

WHEREAS, The Fairfield County Job and Family Services (FCJFS) acting under Ohio Administrative Code Chapter 5101:3-2 must establish a Non-Emergency Medicaid Transportation Program (NET); and

WHEREAS, the Non-Emergency Transportation program is a county-designed program separate and apart from the Ohio Works First program; and

WHEREAS, the Non-Emergency Transportation program is intended to assist individuals with transportation to scheduled Medicaid reimbursable appointments for Medicaid eligible Fairfield County residents; and

WHEREAS, Fairfield County Job and Family Services receives funding for this program from Medicaid dollars; and

WHEREAS, the requested Non-Emergency Transportation Plan is effective December 1, 2017.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS, COUNTY OF FAIRFIELD, STATE OF OHIO:

SECTION 1: The Board of Commissioners approves the Non-Emergency Transportation Program.

SECTION 2: The Clerk of the Board of Commissioners will furnish a copy of this resolution to the Fairfield County Job and Family Services Director.

Prepared by: Carrie Williams
cc: Aundrea Cordle
cc: Laura Holton

Fairfield County Job & Family Services
239 W. Main Street
Lancaster, OH 43130
(740) 652-7889
Aundrea N. Cordle, Director

NON EMERGENCY TRANSPORTATION
(NET)
PLAN

December 1, 2017

**Fairfield County Job and Family Services (FCJFS)
Non Emergency Transportation Plan (NET)**

December 1, 2017

Preamble

Fairfield County Job and Family Services acting, under Ohio Administrative Code Chapter 5101:3-2 must establish a Non Emergency Transportation (NET) Program. Effective December 1, 2017, the NET Plan is hereby amended. NET is a county-designed program separate and apart from the state Ohio Works First Program.

The NET program provides transportation for Medicaid eligible customers for whom transportation cannot be provided or arranged through other Medicaid transportation or community resources. NET transportation is only provided to and from medical providers who provide Medicaid covered services. These Medicaid covered services are to be within the customer's community, unless the specific service is not available within the community. The following describes implementation of the NET program by Fairfield County Job and Family Services.

A. Contact name(s) of the person(s) at FCJFS who is responsible for administering NET:

Jan Picklesimer, Transportation Supervisor
(740) 652-7684 office
(740) 681-4729 fax
jan.picklesimer@jfs.ohio.gov

Laura Holton, Chief Deputy Director of Community Services and Performance Initiatives
(740) 652-7617 office
laura.holton@jfs.ohio.gov

B. Description of customer access to services for NET from FCJFS and the process the customer uses to request transportation

To request Non Emergency Transportation (NET) services, a customer should contact FCJFS five (5) business days prior to their appointment. The customer may submit the request verbally or in writing. During business hours, verbal requests can be made to FCJFS by calling (740)652-7889, option 3. After hours, a message may be left for the Transportation Team by calling (740) 652-7682. NET may also be requested on our website at fcjfs.org. A transportation team member checks eligibility for transportation utilizing the Ohio Benefits Worker Portal or the MITS system. All Medicaid categories qualify for NET transportation services **except for MA M, QMB Only, SLMB AND QI-1.**

Fairfield County is a managed care county with services provided through CareSource, Molina, Buckeye Community Health Plan, Paramount Advantage, and United Health Care. Customers who are enrolled in one of the managed care programs will be referred to their

managed care provider for transportation assistance. If the managed care provider cannot provide transportation or the customer expressly requests transportation through FCJFS, and the customer is found eligible, transportation services will be approved.

Qualified customers will provide the following:

- Social Security Number of the Medicaid recipient that is attending a medical appointment
- Information about the medical provider
 - Provider name
 - Type of medical practice
 - Provider address
 - Provider telephone number
 - Date, time, and approximate duration of the medical appointment
- Whether there are special transportation needs such as a child safety seat, wheel chair van, or door to door service
- If the appointment is related to pregnancy
- Whether a caregiver will attend the appointment

Customers will receive verbal notification of approval or denial of their transportation requests. If the customer cannot be reached by phone, an approval letter or denial letter will be mailed.

NET customers with a local medical appointment should prepared for their ride one hour prior to their scheduled appointment time. The driver may arrive any time during the hour before the scheduled appointment. NET customers with out-of-town transports pick up times will vary based on the location of the medical provider.

For two way trips, the driver will provide a return phone number to the customer in order to arrange pick up at the conclusion of the medical appointment. The driver will arrive no later than one hour from the time the call for return transport was placed.

Customers must provide a three hour notice prior to their appointment time for cancellation of a trip. To cancel a trip, the transportation team may be contacted at (740) 652-7682. A message may be left on this phone if calling outside of agency hours. Fairfield County Job & Family Services' regular business hours are 8 AM to 4 PM, Monday through Friday, excluding holidays.

Minors under the age of eighteen must be accompanied by a parent, guardian, or authorized adult, to all medical appointments.

- C. FCJFS Process for approving transportation within and outside of the community**
Community is defined as any Medicaid provider within the Fairfield County geographical area.

For approved trips, the Transportation Supervisor will determine the most cost effective means of transportation, taking into consideration the unique circumstances of the customer and their specific transportation needs. Transportation may be provided by an employee of FCJFS, a contracted driving agency, issuance of a gas voucher, or vehicle repair.

In some circumstances, out-of-the-community transportation may be necessary because a medical service cannot be provided or is unavailable in Fairfield County.

Requests for transportation outside the Fairfield County geographical area will be reviewed by the Transportation Supervisor. The customer may be required to provide written documentation from their physician on their letterhead or prescription pad of the following:

- the name of the necessary medical service
- a statement explaining the service is unavailable in Fairfield County
- the name, address, and telephone number of the provider
- the need for a caregiver attendant, if appropriate

This documentation should be provided to the Transportation Supervisor, as soon as possible, but not less than five business days, prior to the medical appointment. The supervisor will determine eligibility for the out-of-the-community medical transportation request. Customers will be verbally notified if an out-of-the-community transportation request is approved or denied. If the customer cannot be reached by phone, a letter stating the outcome will be mailed.

Once an initial out-of-the-community transportation trip is approved, subsequent customer requests for transportation to the same provider for continuing or ongoing services will not require verification of the need for an out-of-the-community provider. Any future transportation needs for the same provider will require only the appointment date and whether any special services are needed.

For those customers able to provide their own out-of-the-community transportation (self, friends, or family member), there is a potential for a gas voucher. The amounts below will be for the total miles from the customers home to the medical provider and back home. Google Maps will be used to calculate the mileage.

Up to 20 miles	\$5.00
21-50 miles	\$10.00
51-100 miles	\$15.00
101-150 miles	\$20.00
151-200 miles	\$25.00
201-250 miles	\$30.00
251-300 miles	\$35.00
301-350 miles	\$40.00

To be eligible for a gas voucher, proof of a valid driver's license and a current liability auto insurance policy must be provided; validity will be checked each time a request for a gas voucher is submitted.

Reimbursement may be available for parking charges, highway tolls, and other reasonable travel expenses. Original receipts must be submitted to the Transportation Supervisor within thirty days of travel.

Customers attending out-of-the-community appointments who incur overnight lodging expenses may be eligible for meal and/or grocery reimbursement. Breakfast costs are reimbursable up to \$10.00, lunch up to \$15.00, and dinner costs up to \$30.00 per day. FCJFS will not reimburse for any alcoholic beverages. FCJFS will not reimburse for any alcoholic beverages. FCJFS will only reimburse the actual costs incurred and not a per diem rate. FCJFS will not reimburse the cost of meals for any person such as a family member or attendant accompanying the customer unless the appointment is for a minor being accompanied by a parent or guardian. Original receipts must be submitted to the Transportation Supervisor within thirty days of travel.

Reimbursement for out-of-the-community lodging shall be at the actual cost for the lowest available room rate. Potential for lodging reimbursement will be determined if the customer has late night/early morning back-to-back medical appointments with a provider more than fifty miles from the customer's home address. Original receipts must be submitted to the Transportation Supervisor within thirty days of travel.

D. List of contracted vendors that FCJFS uses to coordinate transportation resources

The current contracted transportation vendors for FCJFS are Lancaster Public Transit, Center for disAbilities, Jackson Transportation Group, Ambah Care, Carealot Transportation and the Fun Bus.

E. Mode(s) of transportation FCJFS determines to be its primary, or most often utilized mode of transportation:

FCJFS transportation drivers

- If special assistance such as a child safety seat, wheelchair van, or door to door service is necessary when utilizing transportation from FCJFS transportation drivers, the customer must notify the agency of the need for these services at the time the transportation is scheduled.
- Only the individual who has the appointment will be provided transportation unless the appointment is for a minor accompanied by a parent/guardian, or when a caregiver/attendant has been deemed necessary by a medical provider.
- FCJFS drivers will allow up to ten minutes for the customer to enter the vehicle.
- Transportation may not be available outside of normal agency hours.

F. The mode(s) of transportation FCJFS utilizes as a secondary mode of transportation.

Contracted agencies and vendors. (see Appendix G)

- If special assistance such as a child safety seat, wheelchair van, or door to door service is necessary when a contracted agency is providing transport, the customer must notify the agency of the need for these services at the time the transportation is scheduled.
- Only the individual who has the appointment will be provided transportation unless the appointment is for a minor accompanied by a parent/guardian, or when a caregiver/attendant has been deemed necessary by a medical provider.

- Contracted agency drivers will wait up to ten minutes for the customer to enter the vehicle.
- Transportation may not be available on Saturday, Sunday or holidays depending on availability.

G. FCJFS policy regarding the selection of the transportation mode that is the most cost-effective mode of transportation

For approved trips, the Transportation Supervisor will determine the most cost-effective means of transportation, taking into consideration the unique circumstances of the customer and their specific transportation needs. Transportation may be provided by an employee of FCJFS, a contracted driving agency, issuance of a gas voucher, or vehicle repair.

Gas vouchers

Gas vouchers may be issued depending upon the unique circumstances of the customer's specific transportation needs. Customers can drive themselves or have a family member or friend drive them when utilizing a gas voucher. Proof of current auto liability insurance and a valid driver's license will be checked with each transportation request. The current list of approved gas vouchers vendors can be found in Appendix G.

No more than 1 voucher per day may be issued, with a maximum of 8 vouchers issued per calendar month. Certain exceptions to the maximum number of vouchers per month may be made at the discretion of the Transportation Supervisor or Department Deputy Director based on the unique circumstances of the individual. Gas vouchers expire ten days after the scheduled medical appointment.

When utilizing a gas voucher, the customer must have the medical provider complete the provider verification form documenting they have attended the appointment. This verification must be returned to FCJFS within thirty days. Failing to provide the provider verifications will make the household ineligible for future gas vouchers.

Gas vouchers must be presented to the gas station attendant prior to pumping fuel. The Gas station attendant will verify the gas voucher is still valid, by checking the void date on the voucher.

No monetary change is returned to the customer when using a gas voucher if the full Amount of the voucher is not utilized.

Vehicle repair assistance

Assistance with vehicle repair may be provided based on the unique circumstances of the Customer's specific transportation needs. FCJFS may request documentation from the customer's medical provider on the number of appointments the customer may need to attend in order to assist the agency with the determination of the most cost-effective mode of transport.

To qualify for NET transportation repairs through FCJFS, the following conditions must be met:

- Individual must reside in Fairfield County
- Individual must have a current Medicaid card for the same month requesting repairs. Customers who have limited Medicaid packages such as **MA M, QMB Only, SLMB AND QI-1** do not qualify for NET repairs
- Individual must have met their spenddown for the month if applicable
- Vehicle must be titled to the individual or individual's spouse
- Individual must provide a copy of a valid driver's license
- Individual must provide current proof of auto insurance
- Two estimates from approved vendors must be provided with the request; only one estimate is required if the vehicle needs towed.

Requests for vehicle repairs are approved only if cost effective based on the value of the vehicle. FCJFS will utilize the www.kbb.com website to check the vehicle value. NET funds cannot be used for regular maintenance of a vehicle such as system checks or regularly scheduled maintenance. Body work on a vehicle is an allowable repair if it is necessary for the drivability of the vehicle. If the assistance needed is for tires, any estimate provided must state the tires are unsafe.

FCJFS will not approve any request for NET vehicle repairs for repairs made prior to or during the pending request.

The maximum assistance for NET vehicle repairs per rolling calendar year is \$1000.00. If approved, the customer may be responsible to pay up to 50% of the cost (including 50% of the towing and tax) and provide verification of the copayment.

When processing vouchers for NET repairs, the assistance type in the Filemaker Software is the Non Emergency Transportation program rather than under one of the TANF category codes

An approved vendor must be utilized. Each vendor must have these forms on file.

- Ohio New Reporting
- W9
- Homeland Security Form

The vendor must provide a copy of the final bill upon completion of each repair to the NET Transportation Supervisor.

H. Identity of each contractor and vendor's name.

See Appendix G

I. Implementation of policies and procedures to address the misuse of services of customers through NET.

FCJFS provides a written copy of the NET Rights and Responsibilities (Appendix A) to each NET transportation customer at the time of the first arrangement for transportation

to an appointment. The NET Rights and Responsibilities must be signed by the primary information person of each household. The Rights and Responsibilities document outlines how to access NET services, what information is needed to process the request, direct transportation policies, the use of gas vouchers, transportation available through Managed Care, the cancellation policy, and the right to a state hearing.

A copy of the signed document will be maintained in the customer's transportation file and must be renewed on an annual basis.

Gas Voucher Misuse

If a customer is issued a gas voucher but is unable to attend the medical appointment, the voucher should be returned to FCJFS. No gas voucher shall be destroyed or discarded.

Customers who utilize a gas voucher but fail to attend the medical appointment for which the voucher was issued will be ineligible to receive further gas vouchers. Failure to return the provider verification when the appointment was attended will also make the household ineligible for future gas vouchers. Provider verifications must be returned to FCJFS within thirty days.

Should this occur, to become eligible for future vouchers the customer may call FCJFS And request a make-up voucher. The customer will attend their next medical appointment without benefit of a voucher and will take the make-up provider verification for to be completed by the provider. Once the completed make-up provider verification form has been returned to FCJFS the household can start receiving gas vouchers again as long as all other basic eligibility has been met.

Fraud Overpayments, and Hearing Rights

Customers who utilize a gas voucher but fail to attend the medical appointment for which the voucher was issued and do not subsequently request a make-up voucher may be subject to fraud investigation and/or overpayment.

Households that have an overpayment or a documented fraud case for the NET program will remain ineligible for transportation services until the overpaid amount or fraudulent assistance is repaid in full. In this situation, customers will be issued a written notice of the transportation suspension and any overpayment amount.

Customers who disagree with transportation suspension, denials of transportation requests, and/or the overpayment amounts established will be advised of their right to a county conference or a state hearing. If the customer opts to attend a county conference or state hearing, the customer may bring any information to verify the medical appointments in question.

The following situations will result in a suspension of NET services for an individual and his/her household:

- The household has pending provider verifications from previous NET assistance that have not been returned within thirty days.
- The household has provided FCJFS fraudulent information and/or fraudulent provider verifications.

- The household has received a NET suspension from three “no show” occurrences.

Cancellation Policy

Customer should report any cancellation at least three hours prior to the scheduled appointment time by calling (740) 652-7682. Any ride not cancelled at least three hours prior to the scheduled appointment time, is considered a “no show”.

Households with three “no shows” within a 30 day period are subject to a transportation suspension.

Suspension of NET services will occur in the following manner:

- For a first occurrence no-show, a household will lose NET services for one month.
- For a second occurrence no-show, a household will lose NET services for two months.
- For a third occurrence no-show, a household will lose NET services for three months.

Customers who disagree with a transportation suspension may request a county conference with the Chief Deputy Director of Community Services and/or a state hearing with the Ohio Department of Job and Family Services.

J. Implementation of policies and procedures to address quality control issues with vendors

Customers transported by a contracted agency must comply with their rules and regulations of that agency.

The Transportation Supervisor addresses all customer complaints with the appropriate provider and the customer. Each complaint is documented in a database and the resolution of the issue is noted. Customer complaints usually fall into one of the following categories:

- Ride did not arrive
- Late arrival
- Ride came too early
- Rudeness
- Miscellaneous

When a complaint is lodged, the customer may opt to request an alternate provider for future transports. If a provider’s transport results in the customer being late for their appointment and the doctor requires a rescheduled appointment, no payment will be made for the trip.

Contracted agency invoices are reconciled by the Transportation Supervisor prior to submission to Finance for payment. The Transportation Supervisor will have all invoices reviewed and submitted to the Finance Department within 10 day of receipt of the invoice.

K. Referrals by FCJFS for transportation through other special Medicaid programs

Fairfield County is a managed care county with services provided through CareSource, Molina, Buckeye Community Health Plan, Paramount Advantage and United Health Care. Customers enrolled in one of the managed care programs will be referred to their managed care provider for transportation assistance. If the managed care provider cannot provide transportation or the customer expressly requests transportation through FCJFS, and the customer is found eligible, transportation services will be provided by FCJFS.

No emergency, ambulette, hospice or nursing home transportation will be provided by FCJFS. FCJFS will refer customers to the appropriate provider (Ohio Administrative Code 5160-56-05 and 5160-15-03).

L. The FCJFS process to identify and implement the use of caregivers/attendants for customers who cannot be safely transported independently during a Medicaid covered service

If a caregiver/attendant, is deemed necessary, FCJFS may obtain this service for the customer. The customer must provide written documentation from their physician on their letterhead or prescription pad stating this service is necessary in order for the customer to be able to attend their appointment. The documentation must include either the specific date the service is needed or if ongoing service is needed. The time shall be calculated beginning upon the onset of the caregiver/attendant meeting with the customer for the duration of the appointment, not to exceed 8 hours per day. Pay shall be made at the **greater** of the current federal minimum wage or the current Ohio minimum wage, unless the caregiver/attendant is the Medicaid eligible individual's relative (grandparent, parent, step-parent, parent-in-law, sibling, step-sibling, sibling-in-law, child, step-child, child-in-law, grandchild, spouse or partner, legal guardian, or other person who stands in the place of a parent).

Only the individual who has the appointment will be provided transportation unless the Appointment is for a minor accompanied by a parent/guardian, or when a caregiver/attendant has been deemed necessary by a medical provider.

M. FCJFS will inform customers of the NET program and the guidelines for service use

The FCJFS plan can be accessed on our website at www.fcjfs.org. NET brochures are available at FCJFS and at other agencies throughout the Fairfield County community. Caseworkers provide NET information during intake and re-determination appointments.

Authorization and Notification

Once eligibility for NET is established, the FCJFS director or designee will reconcile billing and authorize and submit to the Finance Department to generate payment for the assistance, goods, and/or services. The payment process consists of issuing a voucher that is signed by the client and vendor to acknowledge receipt. The completed voucher is then returned to FCJFS for processing through the normal county process. Authorization may occur at any time during a period beginning on the date that NET service is approved. As long as payment is authorized within the appropriate period, actual payment may be made to vendors according to the procedures in place at FCJFS.

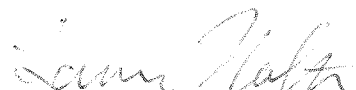
All NET payments are made by FCJFS to the vendor. The county must ensure that its policies meet all auditing requirements.

This plan shall be considered approved and effective based upon the resolution adopted by the Fairfield County Board of Commissioners.

Signature and date of FCJFS employees responsible for administering NET



Jan Picklesimer, Transportation Supervisor

11-6-17
Date


Laura Holton, Chief Deputy Director of
Community Services and Performance Initiatives

11/3/17
Date

Fairfield County Job and Family Services agrees to implement the NET Plan as written above effective December 1, 2017.


Aundrea N. Cordle, Director

11/6/17
Date

APPENDICES

Appendix A	NET Rights and Responsibilities
Appendix B	Transportation Request Form
Appendix C	Sample Gas Voucher
Appendix D	Sample Provider Verification Form
Appendix E	Transportation Brochure
Appendix F	Denial Notice
Appendix G	Vendor Contact List

APPENDIX A

FAIRFIELD COUNTY JOB AND FAMILY SERVICES (FCJFS) RIGHTS AND RESPONSIBILITIES NON-EMERGENCY TRANSPORTATION (NET)

How to Access NET Services: Contact the FCJFS (652-7889 or 1-800-450-8845) Transportation Unit at least five (5) business days prior to your scheduled medical appointment. Transportation must be to a Medicaid-reimbursable service within the individual's community, unless the Medicaid-reimbursable service is not available in the community. *Administrative Code 5101:3-24-03*. The individual may have to provide documentation that the services are not available within Fairfield County.

I need to provide FCJFS the following information to process my NET request:

1. Social Security number of the individual with the medical appointment. All Medicaid categories are eligible except MAM, QMB only, SLMB and QI-1.
2. Medical Provider information required.
 - a. Name and type of medical provider.
 - b. Address and telephone number of medical provider.
 - c. Purpose of appointment.
 - d. Date and time of the appointment.
3. A signed copy of the Rights & Responsibilities Form.

Direct Transportation: I can receive direct transportation within my community by a FCJFS employee or by a contracted agency.

1. Transportation is only provided to and from the designated scheduled appointment. Transportation cannot be changed unless approved by a FCJFS Transportation Specialist, prior to the day of the appointment.
2. FCJFS Driver will wait **10 minutes for me to enter the vehicle**.
3. I must comply with rules and regulations of the contracted agency.
4. Only the customer who has the appointment will be provided transportation, unless the appointment is for a minor accompanied by a parent/guardian or a caregiver who has been deemed necessary by a medical provider.

Gas Vouchers: Issued depending upon the unique circumstances of the customer and their specific transportation needs.

1. If the gas voucher is not used, it must be returned to FCJFS.
2. No voucher is to be thrown away or destroyed in any manner.
3. Appointments must be verified by the provider signing the verification form. A signature other than the provider or their representative will constitute a case of fraud and may result in prosecution. Failure to provide a completed verification form within 30 days of the scheduled appointment will make the household ineligible for future gas vouchers.

Managed Care Transportation: FCJFS may refer customers to their Managed Care Provider, for NET transportation.

Cancellation Policy for all Direct Transportation:

1. I need to report any cancellation at least 3 hours prior to the scheduled appointment time by calling 740-652-7682.
2. If the ride is not cancelled at least 3 hours prior to the scheduled appointment time, it is considered a "No Show".
 - a. I understand if I have 3 "No Shows" within a 30 day period, it is an occurrence. My assistance group will lose NET Direct or Transportation services according to the following methods:
 - i. For the first occurrence my assistance group will lose NET Direct or Contract services for 1 month.
 - ii. For the second occurrence my assistance group will lose NET Direct or Contract services for 2 months.
 - iii. For the third occurrence my assistance group will lose NET Direct or Contract services for 3 months.

Hearing Rights: If I do not agree with a denial of services, I have a right to a County Conference or a State Hearing. The request for the County Conference or State Hearing must be requested within 90 days of the mailing date of the notice of action by calling 1-866-635-3748, option 1.

Notification: FCJFS may call medical providers as a quality assurance measure to verify that I am attending scheduled appointments. I have received a copy of the NET Rights and Responsibilities or they have been read to me, and I understand them. I agree to provide the information requested to maintain eligibility for NET services.

Print Case Name	SSN
Case Name Signature	Date

**FAIRFIELD COUNTY JOB & FAMILY SERVICES
CUSTOMER NET TRANSPORTATION REQUEST**

Date: _____ Social Security #: _____

Case Name: _____

Address: _____

Phone: _____ Alternate Phone: _____

Patient Name: _____ Social Security #: _____

Appointment Date: _____ Appointment Time: _____

Name of Doctor: _____

Address of Doctor: _____

Patient Name: _____ Social Security #: _____

Appointment Date: _____ Appointment Time: _____

Name of Doctor: _____

Address of Doctor: _____

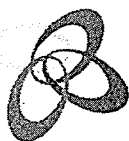
*List additional appointments on back

SPECIAL NEEDS:

- | | | |
|-------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Care Giver | <input type="checkbox"/> Car Seat | <input type="checkbox"/> Lift Van |
| <input type="checkbox"/> Oxygen | <input type="checkbox"/> Wheelchair | <input type="checkbox"/> Other _____ |

FCJFS will determine the appropriate mode of transportation and contact the customer within 24 hours of their scheduled appointment.

PLEASE NOTE: Less than a 5 business day notice will not guarantee transportation services.



Fairfield County
Job and Family Services
239 West Main Street Lancaster, OH 43130

APPENDIX C

GASOLINE VOUCHER

Phone: 740.652.7889 Fax: 740.689.4848 Toll Free: 800.450.8845

This Gasoline Voucher is for:

Test Sample
OH

to redeem at:

Ted's Marathon
182 E. Sixth Ave
Lancaster OH 43130

114123

Voucher Amount:

\$5.00

Appointment Date:

Monday, July 31, 2017

Issue Date:

Friday, July 28, 2017

Void Date:

Friday, August 11, 2017

Medicaid Client:

Test Sample

GV Category:

NET

Attention Customer (Test Sample):

1. Please sign and date this Gasoline Voucher.

2. Take this Gasoline Voucher to **Ted's Marathon**. You may use this Gasoline Voucher to purchase gasoline for no more than **\$5.00**, any amount over **\$5.00** will be your responsibility. Note: if you received this voucher for a scheduled medical appointment, gas may only be purchased for, and directly dispensed in, the vehicle used for transportation to the appointment.

3. If you received this voucher for a scheduled medical appointment, you also received a **Provider Verification Form**. Please have the form completed when you arrive for your appointment on **Monday, July 31, 2017**. Note: Failure to have the Provider Verification Form completed may prevent you from receiving future Medicaid Transportation Assistance.

Please Note: If you received this voucher for a scheduled medical appointment, this is a release of information for Fairfield County Job and Family Service to call medical providers as a Quality Assurance measure to verify that customers are attending scheduled / verified appointments. All vouchers issued for a scheduled medical appointment need to be requested at least 5 working days prior to your medical appointment. Vouchers may not be used after the void date and should be returned to FCJFS.

GIVE VOUCHER TO ATTENDANT BEFORE PUMPING GAS

Customer Signature	Date
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Attention Vendor (Ted's Marathon):

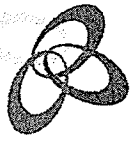
1. Please sign and date this Gasoline Voucher.

2. For payment, attach original sales receipt to this voucher and send to:
FCJFS
239 West Main Street
Lancaster OH 43130

Please feel free to call 740-652-7684 with any questions.

Vendor Signature	Date
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PROVIDER VERIFICATION FORM



Fairfield County
Job and Family Services
239 West Main Street Lancaster, OH 43130

Phone: 740.652.7889 Fax: 740.689.4848 Toll Free: 800.450.8845

To:

Fairfield Diagnostic Imaging

1241 RIVER VALLEY BLVD

LANCASTER OH 43130

Reference:

Test Sample

Test Sample

OH

114123

Please verify that Test Sample has attended this appointment.

Date of appointment: **Monday, July 31, 2017**

Provider Use Only:

Name

Title or Position

Provider Signature

Date

List any corrections here:

Date of Appointment

Time of Appointment

General Comments

General Information

- Only the customer who has the appointment will be provided transportation, unless the appointment is for a minor accompanied by a parent/guardian or a caregiver who has been deemed necessary by a medical provider
- Transportation drivers will wait up to 10 minutes for the customer to enter the vehicle
- Transportation may not be available on Saturdays, Sundays, or holidays
- Customers who are enrolled in a Managed Care Plan may be referred to them for transportation assistance

Fairfield County Job and Family Services Mission Statement

To protect children and elderly, encourage family stability, and promote self-reliance for a stronger community.



Aundrea N. Cordle, Director
239 West Main Street • Lancaster, Ohio 43130
(740) 687-7888 • www.fcjfs.org

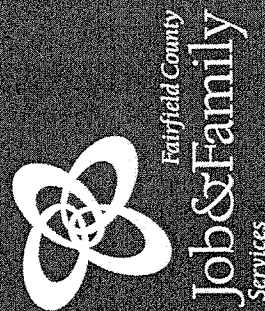
Customers may request a county conference or a state hearing with the Ohio Department of Job and Family Services regarding their non-emergency transportation.

Assisting residents of Fairfield County to become more self-reliant and improve their quality of life by providing job skills enhancement, medical and financial assistance, and supportive services.

Operated under the direction of the
Fairfield County Board of Commissioners:
Steven A. Davis • Mike Kiger • David L. Levacy

Updated 7/14/17

Fairfield County NON-EMERGENCY TRANSPORTATION





Non-Emergency Transportation (NET) Medicaid Program

Transportation Methods

The Fairfield County NET Program's primary methods of transportation are direct transportation provided by Fairfield County Job & Family Services (FCJFS) drivers or transportation provided through a contract with an external driving agency.

Direct Transportation

Eligible individuals can receive direct transportation by FCJFS transportation specialists to medical appointments. Customers must be ready and available at their scheduled pick-up time. On initial pick-up, the driver will wait a maximum of 10 minutes for the individual to enter the vehicle.

Contracted Transportation

FCJFS staff will schedule transportation with a contracted external driving agency to ensure that customers can attend their scheduled medical appointment.

Non-Emergency Transportation (NET) Medicaid Program

Who is eligible?

- Individuals who have a current Medicaid Card for the same month as their Medicaid covered medical appointment (except MA-M, QMB only, SLMB, and QI-1)
- Individuals who are pregnant and have applied for Medicaid
- Individuals who need transportation to a Medicaid-reimbursable appointment

How do I access NET services?

- Contact the transportation team at least five business days prior to your scheduled medical appointment
- Provide the name and social security number of the person attending the appointment
- The name of the medical provider, address, telephone number, and date and time of the appointment must be provided by customers to schedule direct transportation service
- Individuals should report all requests for special needs (i.e. car seats, attendants, or wheelchairs) upon scheduling their transportation
- Staff will determine the most cost-effective transportation method that matches the customer's medical condition and time constraints
- You must read, sign and return the NET rights and responsibilities form

Transportation may also be accessed through your Managed Care Provider:

Managed Care Transportation

Buckeye: 1-866-246-4358
CareSource: 1-800-488-0134
Molina: 1-800-642-4168
Paramount: 1-866-837-9817
United Healthcare: 1-800-895-2017

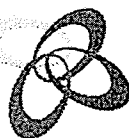
Contact the Transportation Team to Schedule or Cancel

Call (740) 652-7682 or 1-800-450-8845
Request online at www.FCJFS.org
Located at 239 West Main Street,
Lancaster, Ohio 43130
Open 8 a.m.-4 p.m., Monday-Friday

Cancellation Policy

- Customers should report any changes or cancellations at least three hours prior to scheduled appointment time
- Cancellation number: (740) 652-7682
- If a transportation service is not canceled at least three hours prior to the scheduled appointment time, it is considered a "No Show"
- If a customer has three "No Shows" within a 30-day period, it is considered an occurrence
- Individuals will lose NET direct or contracted services for at least one month per occurrence

Safe Children
Stable Families
Strong Community



Fairfield County
Job and Family Services
239 West Main Street Lancaster, OH 43130

APPENDIX F

DENIAL OF SERVICE

Phone: 740.652.7889 Fax: 740.689.4848 Toll Free: 800.450.8845

PIP Name

test sample

Customer Name

test sample

Customer Address

OH

Comments

IF YOU DO NOT AGREE WITH THIS DENIAL, YOU HAVE A RIGHT TO A STATE HEARING. A STATE HEARING LETS YOU OR YOUR REPRESENTATIVE GIVE YOUR REASONS AGAINST THE ACTION. WE WILL ALSO ATTEND OR WILL BE REPRESENTED AT THE HEARING TO PRESENT OUR REASONS. A HEARING OFFICER FROM THE OHIO DEPARTMENT OF JOB AND FAMILY SERVICES WILL DECIDE.

IF YOU WANT A HEARING, WE MUST RECEIVE YOUR HEARING REQUEST WITHIN 90 DAYS OF THIS NOTICE.

TO REQUEST A STATE HEARING ASK YOUR CASEWORKER TO COMPLETE THE STATE HEARING REQUEST FORM. OR CALL 1-800-635-3748, OPTION 1.

Caseworker Signature / Date

Supervisor Signature / Date

APPENDIX G

Approved gas voucher vendors

Ted's Marathon
170 E. Sixth Ave.
Lancaster, OH 43130
740-654-5172

Dogwood Crossing
4400 Coonpath Rd.
Carroll, Oh 43113
740-756-7581

Transportation contractors

Responded to and met qualifications of a request for proposal

Center for disAbilities
681 E. Sixth Ave.
Lancaster, OH 43130
740-653-1186

Carealot Transportation
105 Sugar St.
McArthur, OH 45651
740-577-4467

Fun Bus
2188 E. Main St.
Lancaster, OH 43130
740-653-4600

Lancaster Public Transportation
746 Lawrence St.
Lancaster, OH 43130
740-681-5086

Ambah Care
6475 E. Main St.
Reynoldsburg, OH 43068
614-397-2477

Jackson Transportation Group
287 Elam Rd.
Ray, OH 45672
740-288-2091

Approved vehicle repair vendors

ABC Drivetrain
Scott's Service Center
B&B Auto Glass
Bob Boyd
Buckeye Honda
Huddle's Inc.

Kumler Collision Inc.
Safelite
Slater's Inc.
Taylor Chevrolet
The Muffler Man
Wal-Mart

Approved caregiver/attendant vendor

Compassionate Caregivers
DBA Home Helpers
616 E. Main St.
Lancaster, OH 43130
740-689-9410

Resolution No. 2017-11.14.f

**A resolution to approve the Non-Emergency Medicaid Transportation Plan for
Fairfield County Job and Family Services**

(Fairfield County Job and Family Services)

Upon the motion of Commissioner David L. Levacy, seconded by Commissioner Mike Kiger,
this resolution has been Adopted:

Voting:

Steven A. Davis, President	Aye
Mike Kiger, Vice President	Aye
David L. Levacy	Aye

Board of County Commissioners
Fairfield County, Ohio

CERTIFICATE OF CLERK

It is hereby certified that the foregoing is a true and correct transcript of a resolution acted
upon by the Board of County Commissioners, Fairfield County, Ohio on the date noted above.



Rachel Elsea
Board of County Commissioners
Fairfield County, Ohio