



MEDICAL TRANSPORTATION SERVICE SPECIFICATIONS

1.0 **PURPOSE**

The purchased service shall be a program of transportation services for eligible clients of IN-HOME CARE SERVICES. The specific objective of the purchased transportation service will be to transport clients, as determined and approved by the Care Consultants, from their place of residence or other site, to a provider of medical or social services, Adult Day Care or other destination. One escort (for purposes of assisting the client) may ride with the client without charge to **SourcePoint**. Providers are not required to transport more than one escort per client.

2.0 **UNIT OF SERVICE**

- 2.1 A unit of service is **the mileage** recorded for a **one-way** trip.
- 2.2 **SourcePoint** may contract for other units of service as long as the units are specified in the Provider Application and agreed to, as stated in the Agreement.
- 2.3 The unit rate shall include all administrative costs, training and documentation time.
- 2.4 A unit of service for Adult Day Care transportation is a **one-way trip**.

3.0. **PROVIDER AGENCY REQUIREMENTS**

The Provider must comply with all **SourcePoint** Conditions of Participation. Additionally, Transportation Service Providers must comply with the following:

- 3.1 The Provider may be an individual or agency.
- 3.2 The Provider shall maintain a sufficient number of vehicles to ensure efficient service delivery to eligible recipients.
- 3.3 The Provider shall document that all utilized vehicles have insurance in compliance with Ohio's financial liability law requirements.
- 3.4 The Provider shall document that all vehicle operators and owners maintain proof of financial responsibility as required in section 4509.101 of the ORC for motor vehicles and in **SourcePoint's** Conditions of Participation.

3.5 The Provider shall document that each vehicle operator has a current/valid Ohio motor vehicle operator's license, or a license appropriate to the vehicle (i.e., commercial driver's license for multi passenger vehicle).

3.6 The Provider is required to retain and produce their maintenance and safety inspection of vehicles used to provide services.

3.7 The Provider shall document that an annual OBMV check on vehicle operators has been successfully completed and that there are no disqualifying offenses. The following violations would disqualify a driver from transporting **SourcePoint** clients:

3.7.1 DUI or OMVI

3.8 The Provider shall maintain daily service logs or trip sheets that include:

3.8.1 Date of service;

3.8.2 Participant's name and pick up and destination points;

3.8.3 Participant's signature or initials or designee's signature; and

3.8.3 (a) Driver may sign for client if previously approved by Care Consultant and this approval is documented in client record

3.8.4 Odometer or mileage calculation signed by vehicle operator

3.8.4 (a) When transporting a client both to and from a destination, the Provider must treat each leg of the transport as an independent service unit, collecting all the above information both to and from the destination.

3.9 Vehicle operators must complete a daily pre-trip vehicle inspection that must include at a minimum the items listed in **Transportation Appendix A and B** or another form approved by **SourcePoint**.

3.9.1 The inspection must verify that all permanent fasteners, safety harnesses or belts, and access ramp or hydraulic lift are functioning properly.

3.9.2 Documentation of the daily pre-trip inspections is required and must be maintained by the provider. These records must be available for review upon request, including during audits.

3.9.3 The Provider must conduct an annual vehicle inspection using form (ODA0004) to ensure that each vehicle has (1) an isolation and biohazard kit and (2) a 2-way communication device (3) a seatbelt cutter, and (4) first aid kit. These items ensure compliance with RCS4766.14.

- 3.10 A copy of the certificate of insurance and vehicle registration shall be maintained in each vehicle.

4.0. SERVICE REQUIREMENTS

- 4.1 The Provider will ensure that services delivered include the following components:
- 4.1.1 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.
 - 4.1.2 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.
 - 4.1.3 The Provider shall make as many attempts as necessary to pick up the client for a return trip home from the approved destination site.
 - 4.1.4 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. (Exception to entering facility: provider with multiple passengers who would be left alone in the vehicle.)
 - 4.1.5 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.
 - 4.1.6 The Provider must coordinate and adjust the pickup time with the client in order to ensure a timely arrival at the medical provider or other approved destination.
 - 4.1.7 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 scheduled to be picked up.
 - 4.1.8 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.
- 4.2 The Provider is responsible for assuring the safety of each vehicle used to transport participants according to these standards:
- 4.2.1 Vehicles designed for transporting less than five individuals shall:

- 4.2.1 (a) Be equipped with seat belts for each individual transported; and
- 4.2.1 (b) Have documentation that an annual safety inspection has been conducted through either the Ohio State Highway Patrol safety inspection unit or a certified mechanic as outlined in State of Ohio ODA0004 Annual Vehicle Inspection form or **SourcePoint**-approved form.
- 4.2.2 Vehicles equipped for transporting participants remaining in wheelchairs and other mobility devices shall:
 - 4.2.2 (a) Be equipped with a lift or ramp in working order. No client is to be transported by wheelchair or other mobility device without a working lift or ramp.
 - 4.2.2 (b) Be equipped with permanently installed floor 4-point-restraints for each mobility device position used;
 - 4.2.2 (c) Have documentation that an annual vehicle inspection has been conducted by the Ohio State Highway Patrol safety inspection unit or a certified mechanic;
 - 4.2.2 (d) Have a certified mechanic available to document annual inspections to ensure all equipment and elements, as outlined in ODA0004 or **SourcePoint**-approved form of these specifications, are in working order;
 - 4.2.2 (e) Have documentation of daily inspection has been completed prior to transporting any participant that day as outlined #3.9 of these specifications; and
 - 4.2.2 (f) Have documentation that each operator has been trained and skill-tested in the proper use of the wheelchair lift and securing mechanisms prior to transporting any wheelchair-bound participant.
- 4.2.3 Vehicles designed for transporting five or more participants/individuals shall:
 - 4.2.3 (a) Be equipped with functional safety belts for each participant transported, unless state law exempts the vehicle;
 - 4.2.3 (b) Be equipped with external Convex lens (any vehicle larger than fifteen passenger van);
 - 4.2.3 (c) Be equipped with emergency equipment specified in form ODA0004 or **SourcePoint**-approved form;
and
 - 4.2.3 (d) Have documentation of at least an annual vehicle inspection by the Ohio

State Highway Patrol safety inspection unit, a certified mechanic or Ohio Medical Transportation Board of the elements outlined in form ODA0004 or **SourcePoint**-approved form of these specifications.

4.3 There shall be no smoking in the transportation vehicle.

5.0 **TRAINING**

5.1 The Provider must document that each vehicle operator has completed the DRIVE training or other **SourcePoint** pre-approved passenger assistance course. The operator must have completed the training within six months prior to hire or within the first year of employment by the provider.

5.2 Each vehicle operator shall complete a DRIVE Fundamentals course or other **SourcePoint** pre-approved passenger assistance refresher course at least every three years.

5.2.1: All passenger assistance courses must include, at a minimum:

5.2.1(a): ADA sensitivity

5.2.1(b): passengers with dementia and other cognitive impairment

5.2.1(c): passengers with hearing and/or vision loss

5.2.1(d): passenger mobility devices

5.3 Each vehicle operator shall complete one of these defensive driving programs within one year prior to hire, or within the first three months of employment:

a) National Safety Council;

OR

b) Any other **SourcePoint**-approved defensive driving course

5.4. Each operator of those vehicles designed to transport five or more passengers, shall complete a **SourcePoint** pre-approved defensive driving refresher course at least every three years.

5.5 (a) Course information can be obtained at:

http://www.coaaa.org/cms/images/docs/education/DRIVE_Course_FactSheet.pdf

5.5 (b) Curriculum information can be obtained at:

https://www.coaaa.org/cms/images/docs/education/DRIVE_Course_Curriculum.pdf

5.5 (c) Providers may use other organization/company for DRIVE course as long as it is pre-approved by **SourcePoint**

6.0. **PERSONNEL QUALIFICATIONS**

All vehicle operators shall:

- 6.1 Have a current/valid Ohio motor vehicle operator's license, or license appropriate to the vehicle (i.e., commercial driver's license) with less than 6-points assessed on license
- 6.2 Have a current, valid driver's license for at least two years
- 6.3 Meet all other State Laws and the **SourcePoint** Conditions of Participation.
- 6.4 Achieve a passing score in first aid and CPR training courses offered by the American Red Cross, the American Heart Association, the National Safety Council, Medic First Aid International, American Safety and Health Institute, or an equivalent organization approved by SourcePoint. This must be completed prior to transporting SourcePoint clients.
- 6.5 The Driver shall possess the ability to understand written and oral instructions.
- 6.6 The Driver shall possess the ability to conduct and document the daily vehicle inspection
- 6.7 The Driver shall wear clean and appropriate attire, and have identification which is clearly labeled with the name of the Provider agency.
- 6.8 The Driver shall perform his duties in a professional manner, and shall be courteous to all clients at all times.
- 6.9 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.
- 6.10 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.

7.0 COORDINATION OF TRANSPORTATION SERVICES

To the extent feasible, the Provider is required to participate in the design and delivery of a coordinated non-emergency transportation system within their service area.

- 7.1 To facilitate the coordination of non-emergency transportation services among multiple providers and/or funding sources; providers may apply to **SourcePoint** for waivers from specific conditions of participation and transportation service specifications.
 - 7.1.1 Waiver applications must be made in writing to **SourcePoint**.
 - 7.1.2 The waiver application must include a plan which:

7.1.2(a) Identifies the specific COPS and service specifications for which the provider is applying for a waiver;

7.1.2 (b) Demonstrates how the waivers will facilitate coordination within the service area;

7.1.2 (c) Demonstrates how the provider will preserve the integrity of program requirements set forth in state or federal law; and

7.1.2 (d) Demonstrates how the provider will ensure the health and safety of participants, clients, vehicle operators and the general public.

TRANSPORTATION APPENDIX-A

REQUIRED DAILY LIFT AND RAMP INSPECTION ELEMENTS (Not applicable to single passenger vehicles)

For each day services are provided, providers must complete and document an inspection of the lift or ramp prior to any participant service that day according to these specifications.

1. Run the lift through one complete cycle to be sure that it is operable.
2. Check for any signs of seal leaking or binding hardware.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical or structural damage and jerky operation.
5. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
6. Check all fasteners and assure that all bolts are snug.
7. Make sure the lift or ramp is properly secured to the vehicle when stored.
8. Clean the lift and/or ramp completely of dirt, mud, gravel, and corrosive elements such as salt.
9. Lubricate the lift in compliance with the manufacturer's requirements.
10. Providers shall not use the lift or ramp any time repairs are necessary.
11. Check for proper number of restraints

TRANSPORTATION APPENDIX-B
Required Daily/Weekly/Monthly/Seasonal Vehicle Safety Checklist Elements

VEHICLE ID:

DATE:

ODOMETER:

INDICATE INSPECTION BY PLACING CHECKMARKS (✓) IN BOXES.

INTERIOR: DAILY

- ☐ CLEAN APPEARANCE
- ☐ SEATS (TEARS, LOOSE ARMRESTS, ETC)
- ☐ SEAT BELTS
- ☐ WHEELCHAIR RESTRAINT
- ☐ WHEELCHAIR LIFT RAMP (GOOD
OPERATING CONDITION AND SECURE)
- ☐ CARGO BARRIERS (SECURE AND IN PLACE)
- ☐ FLOOR COVERINGS
- ☐ TWO-WAY COMMUNICATION DEVICE
(E.G. RADIO/CELL PHONE)

LIGHTS: WEEKLY

- ☐ HEADLIGHTS: HIGH, LOW BEAMS
- ☐ INTERIOR LIGHTS
- ☐ TAIL LIGHTS, MARKER LIGHTS
- ☐ BRAKE LIGHTS
- ☐ TURN SIGNALS (FRONT AND REAR)
- ☐ BACKUP LIGHTS
- ☐ 4-WAY HAZARD (FRONT AND BACK)
- ☐ LICENSE PLATE LIGHT
- ☐ NO WARNING LIGHTS (E.G.CHECK BRAKES)

EXTERIOR: WEEKLY

- ☐ NO NEW BODY DAMAGES
- ☐ CLEAN APPEARANCE
- ☐ GROUND UNDER FREE OF LEAKED FLUIDS
- ☐ MIRRORS (ADJUSTED AND CLEAN)
- ☐ WINDOWS (CLEAN)

- ☐ DOORS (OPERABLE IN/OUTSIDE)
- ☐ DOOR LOCKS (OPERABLE)

ELECTRICAL/MECHANICAL: WEEKLY

- ☐ HORN
- ☐ HEATER

- ☐ AIR CONDITIONING
- ☐ WINDSHIELD WIPERS/WASHER
- ☐ DEFROSTER

FLUIDS: MONTHLY

- ☐ ADEQUATE, CLEAN ENGINE OIL
- ☐ BRAKE FLUID
- ☐ ENGINE COOLANT
- ☐ POWER STEERING*
- ☐ AUTOMATIC TRANSMISSION*
- ☐ FUEL
- ☐ ADEQUATE WINDSHIELD WASHER
- ☐ BATTERY

BELTS & HOSES: MONTHLY

- ☐ FAN
- ☐ ALTERNATOR
- ☐ HEATER HOSE
- ☐ RADIATOR
- ☐ NO LEAKS UNDER VEHICLE

TIRES: MONTHLY

- ☐ PROPERLY INFLATED
- ☐ WEAR
- ☐ SIDEWALL OR TREAD
- ☐ FREE OF VISIBLE DAMAGE
- ☐ SPARE

EMERGENCY EQUIPMENT: MONTHLY

- ☐ FIRE EXTINGUISHER
- ☐ FIRST AID KIT
- ☐ BIOHAZARD KIT
- ☐ SEATBELT CUTTER
- ☐ THREE FLARES, FUSES, OR REFLECTORIZED
TRIANGLES
- ☐ EMERGENCY BRAKE
- ☐ GAUGES (OIL, FUEL, TEMPERATURE,
BRAKE, ETC.)
- ☐ EMERGENCY JACK TIRE TOOLS

MONTHLY (WINTER):

- ☐ SNOW SHOVEL AND/OR NON-CORROSIVE
TRACTION
- ☐ BLANKET

OPTIONAL:

☐ FOOT BRAKE

☐ MATERIAL (SAND/KITTY LITTER)