



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Medical Transportation
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
2/22/2013		Original
7/28/2014	8.1	Removed: <i>The provider must invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy X-Q, utilizing the DSAAPD Invoicing Workbook for the Medical Transportation service.</i>
7/28/2014	8.1	Inserted: <i>Providers will invoice using the DSAAPD Invoicing Workbook (IW) IW-010, pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q, Invoicing.</i>
9/16/2014	6.1	Added: <i>The agency must comply with all applicable Federal, State and local rules, regulations and standards applying to the service being provided.</i>
9/24/2014	6.3.1.5	Added: <i>Transportation of an individual who is a resident of a long-term care facility unless the provider's service record indicates that the individual is actively pursuing plans to transition to a community-based living situation and that the provision of the transportation service supports the transition process. The provider must submit a copy of this service record to DSAAPD for approval prior to providing the transportation service to long-term care facility resident.</i>



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Medical Transportation
Service Specifications**

1.0 SERVICE DEFINITION

- 1.1 Transportation provided to enable an eligible individual to access medical or health-related services.

2.0 SERVICE UNIT

- 2.1 One –way trip to one destination for one participant.
 - 2.1.1 Allowable reimbursement units are as follows:
 - 2.1.1.1 Hourly rate
 - 2.1.1.2 Per trip rate
 - 2.1.1.3 Per mile rate
- 2.2 If more than one participant is transported at the same time, then one unit of service is provided for each person and billed as such.
- 2.3 If the participant's trip includes multiple destinations such as doctor's office, pharmacy and then home, three units of service have been provided (home-doctor's office, doctor's office-pharmacy, pharmacy-home).

3.0 SERVICE AREA

- 3.1 Medical Transportation services are available to all eligible residents of the State of Delaware, subject to availability of resources.
- 3.2 Providers of Medical Transportation services are permitted to apply to serve sub-areas within the state.

4.0 LOCATION OF SERVICE DELIVERY

- 4.1 The Medical Transportation program provides a ride for a participant to the location of the health-related service(s) and return to original start site.

5.0 ELIGIBILITY

- 5.1 Medical Transportation services are available to all eligible persons in Delaware who are 60 years of age or older.
- 5.2 In addition, the following criteria must be met:
 - 5.2.1 Transportation is not available through the individual's immediate household.
 - 5.2.2 The individual has no reasonable access to public transportation.
 - 5.2.3 The destination must be medical or health-related
- 5.3 Priority shall be given to:
 - 5.3.1 Low-income/low-income minorities
 - 5.3.2 Individuals with limited English proficiency
 - 5.3.3 Individuals living in rural areas.
- 5.4 All participants must be ambulatory to the point that only minor assistance is needed by the participant in entering and leaving the vehicle.

6.0 SERVICE STANDARDS

- 6.1 The agency must comply with all applicable Federal, State and local rules, regulations and standards applying to the service being provided.
- 6.2 Medical Transportation services must meet or exceed the standards listed below:
 - 6.2.1 All vehicle drivers must have a valid license to operate a motor vehicle.
 - 6.2.2 All vehicles must be properly licensed and insured to drive in the State of Delaware.



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Medical Transportation
Service Specifications**

- 6.2.3 The provider must screen all service applicants for eligibility.
- 6.2.4 The provider must schedule and coordinate the Medical Transportation services with participants and/or their caregivers.
- 6.2.5 Drivers/escorts may accompany and remain with the participant in a medical destination facility such as a doctor's office.
- 6.2.6 The provider must retain a record for each service participant.
 - 6.2.6.1 Individual service records must include at the minimum:
 - 6.2.6.1.1 Documentation of service eligibility
 - 6.2.6.1.2 Documentation of services received
 - 6.2.6.1.3 Demographic information required for program performance reporting.
 - 6.2.6.2 Service records must be maintained in such a manner as to ensure confidentiality of participants' information.

6.3 Prohibited Services

- 6.3.1 Medical Transportation may not include any of the following components:
 - 6.3.1.1 Transportation of non-residents of the State of Delaware.
 - 6.3.1.2 Transportation of individuals to social, recreational, or other events not related to medical or health services.
 - 6.3.1.3 Subcontracting with another agency for transportation services without prior approval by DSAAPD via the contract Work Plan.
 - 6.3.1.4 Transportation of individuals when specialized transportation is needed.
 - 6.3.1.5 Transportation of an individual who is a resident of a long-term care facility unless the provider's service record indicates that the individual is actively pursuing plans to transition to a community-based living situation and that the provision of the transportation service supports the transition process. The provider must submit a copy of this service record to DSAAPD for approval prior to providing the transportation service to long-term care facility resident.
 - 6.3.1.6 Transportation of individuals when other means of transportation can be used.

6.4 Staff requirements

- 6.4.1 Medical Transportation drivers must be trained in:
 - 6.4.1.1 Effective methods for communicating and working with older individuals and older individuals with disabilities
 - 6.4.1.2 Procedures to safely assist program participants in and out of vehicles, if needed.
 - 6.4.1.3 Emergency procedures.

7.0 WAITING LISTS

- 7.1 When the demand for a service exceeds the ability to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provided, or until services are no longer desired by the applicant. The waiting list must be managed in accordance with DSAAPD policy X-K, Participant Waiting List.



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Medical Transportation
Service Specifications**

7.2 In each case, the reason for the selection of an individual ahead of others on the waiting list must be documented (e.g. in writing and available for review).

8.0 INVOICING REQUIREMENTS

8.1 Providers will invoice using the DSAAPD Invoicing Workbook (IW) IW-010, pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q, Invoicing.

9.0 DONATIONS

9.1 Participants, family members, and/or caregivers must be informed of the cost of providing Medical Transportation service(s), and must be offered the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.

9.2 With regard to voluntary contributions, providers must have procedures in place to:

9.2.1 Inform participants, family members and/or caregivers of the cost of providing services, and offer them the opportunity to make voluntary contributions.

9.2.2 Protect participants' privacy with respect to contributions

9.2.3 Safeguard and account for all donations

9.2.4 Keep participant records in a secure location to protect participant confidentiality.