

Transportation Policy *Revised 1/1/2020*

Policy: Non-Emergency Medical Transportation (NEMT) is a service for providing transports for eligible members to and from necessary, non-emergency medical services. To improve the overall healthcare of our members, FourPoints Health (the Health Department of the Paiute Indian Tribe of Utah) will provide non-emergency medical transportation as a courtesy to individuals who are eligible for Preferred Referred Care (PRC) and meet the eligibility requirements listed in this policy.

Attachment A: PITU Transportation Verification Form

Eligible Individuals:

- An individual who:
 1. Is requiring patient advocacy during medical appointment;
 2. Is physically or mentally disabled (Disability when in question can be determined by a FourPoints Health Clinic or Behavioral Health provider); and/or
 3. Requires transportation for a surgical procedure that would restrict their ability to safely operate a vehicle post treatment.
 4. The individual must have no access to personal transportation owned by the recipient or any household member residing with the recipient. If a member and/or member's family owns a vehicle but the vehicle is unavailable, the member may be eligible for transportation.
 - A vehicle is considered unavailable if one of the following criteria exists:
 - not registered
 - no licensed driver in household
 - not insured
 - no one in the household is capable of driving the vehicle
 - being used for work purposes
 - appointment cannot be scheduled around the wage earner's working hours or
 - wage earner works at such a distance that they are not able to be dropped off and picked up at work so that the vehicle may be used for the transport to a medical appointment

Scope of Services:

1. The following are included, but not limited to: Doctor appointment, dental appointment, behavioral health appointment, same day surgery, laboratory testing, diagnostic testing/studies, and referral of non-emergent patient to the Urgent Care or Emergency Room. All transportations will be provided to the closest eligible provider; unless determined necessary for continuity of care.
2. FourPoints Health will not provide transportation to a medical facility or pharmacy when the visit is for the sole purpose of the member picking up a prescription or written prescription order. However, if the member is returning from a non-emergency medical service and must pick up a prescription, and if the stop does not add significantly (i.e., a few miles) to the transport, FourPoints Health would consider this an approved service.

PROCEDURES:

SCHEDULING TRANSPORTATION:

1. The FourPoints Health transportation scheduler must be contacted by the:
 - a. Patient requiring transportation
 - b. Patient's parent/guardian
 - c. Patient's family member

- d. Patient's caregiver/medical provider
2. The requestor of the transportation must contact the Health Department transportation scheduler no later than 48 hours in advance for local transportations and 5 working days in advance for out of service area transportations.
3. Transportation must be scheduled during regular clinic working hours.
4. Transportation will not be provided on weekends or recognized holidays unless determined necessary.
5. The requestor must provide accurate information regarding current personal transportation availability.
6. The requestor must provide accurate information regarding the medical appointment including appointment type, providers name, address, phone number, date, time, and need for car seat/booster seat.
7. Transportations can be scheduled on an emergency basis in cases of sudden onset of illness or per provider's request.

CANCELING TRANSPORTATION:

1. The Health Department transportation scheduler must be contacted by the:
 - a. Patient requiring transportation
 - b. Patient's parents/guardian
 - c. Patient's family member
 - d. Patient's caregiver/medical provider
2. Cancellation by the recipient - Transportation cancellations must occur 24 hours in advance of local transportations and 72 hours in advance for out of area transportations. Transportations that are not cancelled per the following criteria will be considered a "no show." "No shows" could result in suspension of services. (See Rules section)
3. Exceptions to late cancellations - patients who cancel their transport due to the following circumstances will not be considered a "no show:"
 - a. Appointment cancelled by provider's office;
 - b. Client's condition changes from non-emergent to emergent.
4. Unforeseen cancellation by Tribe - Although the Tribe makes its best attempt to provide patient transports, there are circumstances outside of our control, which make it necessary to ask the patient cancel or reschedule the appointment. Examples of these circumstances are:
 - a. Unsafe weather conditions
 - b. Unavailability of cars
 - c. Unavailability of staff

If rescheduling is necessary, the Community Health staff will provide assistance to the patient as needed.

DENIAL OF TRANSPORTATION:

1. Intoxicated patient - It is the policy of the Tribe to refuse services to patients and/or their family if they are intoxicated. All incidents of this nature will be reported immediately to the Health Director on an Incident Reporting Form and investigated. If it is found that the patient and/or family member(s) are intoxicated, future transportation requests may be denied.
2. Verbally or sexually abusive patient - It is the policy of the Tribe to refuse services to Tribal members who are abusive toward our staff. All incidents of this nature will be reported immediately to the Health Director on an Incident Reporting Form and investigated. If it is found that the patient is abusive, future transportation requests may be denied.
3. Safety and Scope of Services - Transportation can be denied if the transportation of the client to or from the destination could compromise the health and safety of either the

staff member or the client being transported. If the transportation service required to accommodate the client's medical health and safety are above the scope of practice that can be provided by the PITU Health Department staff or vehicles transportation will be denied.

TRANSPORTATION RULES:

1. Clients must be at provided pick up address and be prepared to leave upon arrival of transporter.
2. Transporters will wait no longer than 10 minutes past scheduled pick up time, after that client will be considered "no show" and the transporter will cancel the transportation.
3. Transportation to a provider that is not the closest provider capable of providing the required health care service is allowed for conditions that require continuity of care.
4. Transportations that occur outside of regular business day may occur under the following criteria:
 - a. Weekend transportation may occur for:
 - i. The required transportation is out of the area and weekend travel is needed.
 - b. Weekday early transportations may occur for:
 - i. Surgical procedures
 - ii. Out of area appointments
 - c. Weekday late transportations may occur for:
 - i. Hospital discharges
 - ii. Same day surgical releases
 - iii. Out of area transportations
5. Recipients that "no show" for scheduled transportation will be subject to the following restrictions within a 12 month period:
 - a. First offense- Verbal reminder of "no show policy"
 - b. Second offense- Written notice of "no show policy"
 - c. Third offense- 30 days of suspended transportation service
 - d. Fourth offense- Forwarded to the Health Director for determination
6. Transporters will only take clients to the prescheduled destination. Additional medical transportation needs must be scheduled through the transportation scheduler following the above scheduling guidelines.
7. Transporters will only transport clients deemed eligible for transportation services.
8. Clients may not receive travel reimbursement from Medicaid for transportation provided by the Paiute Indian Tribe Health Department.
9. All children under the age of 18 must be accompanied by a parent/guardian throughout the transportation.
10. All passengers must wear a seat belt as per Utah state law which requires that all passengers wear a properly fitted seat belt.
11. All children transported must use a car seat or booster seat per Utah state law which follows: Utah state law requires that all children under age 8 ride in an appropriate car seat or booster seat that is used according to manufacturer directions. Children who are not yet 8 years old but are taller than 57 inches do not have to use a booster seat but must wear a properly adjusted seatbelt.
12. No smoking is allowed in GSA vehicles.
13. Absolutely no animals are allowed in the vehicle.

COMPLIANCE:

1. Transportation will be provided only for individuals that meet the eligibility requirements listed in the above policy.
2. Transportation will be provided only for medical purposes.

3. Failure to follow the above policies and procedures may result in denial of transportation.

Attachment A

PITU TRANSPORTATION VERIFICATION

Date of transport _____

Name of Tribal Member _____

Pickup Time _____ Odometer _____

Drop off Time _____ Odometer _____

Is this transport a Round Trip? YES/NO Transporter _____

Comments: _____

****Disclaimer****

By signing below, I am confirming I meet the following conditions:

- I have no access to personal transportation owned by myself or any household member residing at the same address.
- Or, a vehicle that is currently not registered.
- Or, a vehicle that is not capable of transporting the patient safely.
- Or the recipient of any individual residing within the household is not legally licensed to operate a vehicle.

Per the PITU Transportation Policy and Procedure, if it is deemed I did not meet the policy guidelines, I may be denied transportation assistance in the future.

Signature of Tribal Member: _____