

**ELDERLY SERVICES PROGRAM (ESP<sup>SM</sup>)**

**MEDICAL TRANSPORTATION**

**SERVICE SPECIFICATIONS**

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## MEDICAL TRANSPORTATION SERVICE SPECIFICATIONS

### 1.0 OBJECTIVE

Transportation is a service designed to enable a client to gain access to medical appointments specified by the client's plan of care, when medical transportation is not otherwise available or funded by state plan Medicaid or any other source. Whenever possible, clients must use family, neighbors, friends or community agencies to provide this service.

### 2.0 UNIT OF SERVICE

- 2.1 A unit of service is a "one-way" trip.
- 2.2 The unit rate is the price quoted for the "one-way" trip.
- 2.3 The unit rate must include all Provider-related costs associated with the trip including administrative costs, training and documentation time.
- 2.4 Additional units require prior authorization from Care/Case Manager.

*NOTE: The client may be expected to cost share for this service.*

### 3.0 PROVIDER REQUIREMENTS

Provider requirements include the following:

- 3.1 The Provider must furnish evidence of a service back-up plan to provide service when a vehicle becomes disabled.
- 3.2 All vehicle operators and owners must maintain proof of financial responsibility as required in Section 4509.10.1 of the Ohio Revised Code.
- 3.3 The Provider must furnish a price quote for the trip requested by the Care/Case Manager at time of the referral for service and document the price authorized by the Care/Case Manager.
- 3.4 The Provider must bill for the original price quote submitted to and approved by the Care/Case Manager, unless there has been a change in client destination (i.e., client is being transported to another doctor/medical appointment). A cost revision requires prior authorization from the Care/Case Manager. The Care/Case Manager must be contacted within two (2) business days prior to billing for authorization to increase cost.

- 3.5 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.
- 3.6 The Provider must have a written plan for regularly scheduled maintenance and safety inspection for the vehicles in service and must document compliance with the plan.
- 3.7 The Provider must assure that each vehicle is inspected every twelve months by a certified mechanic, the highway patrol safety inspection unit, or the Ohio Medical Transportation Board, and is certified to be safe. The inspections must include the elements listed in Appendix A of this rule, as applicable to the vehicle inspected.
- 3.8 The Provider must assure that all vehicles are easily identifiable with the Provider's name.
- 3.9 The Provider must assure that all vehicle drivers have identification badges or uniforms identifying them as employees of the Provider.
- 3.10 Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed in Appendix B on a daily basis.
- 3.11 The Provider must document and maintain a record of each service-related client contact to include
  - (a) Each service delivered
  - (b) Date of contact
  - (c) Type of contact
  - (d) Name(s) of person(s) having contact with the client.
- 3.12 The Provider must maintain documentation for each episode of service delivery that includes
  - (a) A description of the service provided
  - (b) The date and time of client's pick-up and delivery/destination
  - (c) The name and signature of the driver
  - (d) Name and signature of the client to whom transportation services were provided.

*An exception to the requirement for client signature is allowed for Adult Day Service (ADS) transportation Providers who may use the client's signature for attendance in ADS services that includes transportation to and from ADS.*

#### **4.0 TRAINING**

4.1 Prior to transporting clients, the provider must document agency's transportation training with return demonstration on transferring client, wheel-chair lift operation, restraint application, and universal precautions. The Provider must assure and document in driver's file, prior to transporting clients, that each driver meets all of the following requirements:

- (a) Current certificates of completion of training courses in first aid and cardio-pulmonary resuscitation (CPR) offered by the American Red Cross, the American Heart Association, the National Safety Council, or an equivalent course approved by Council on Aging<sup>sm</sup>.

4.2 Within six months of hire, all drivers must have:

- (a) A certificate of completion of an introductory defensive driving course sponsored or endorsed by the National Safety Council or the Ohio Department of Transportation, and completion of a four- hour refresher course every three years thereafter.
- (b) A certificate of completion of an introductory training course (i.e., DRIVE, or other course approved by COA<sup>sm</sup>) addressing the transport of older persons and people with disabilities, and a refresher course every three years thereafter, both of which must include:
  - (i) Sensitivity to aging training;
  - (ii) An overview of diseases and functional factors commonly affecting older adults;
  - (iii) Environmental considerations affecting passengers;
  - (iv) Instruction in client assistance and transfer techniques;
  - (v) Training on the management of wheelchairs and how to properly secure a wheelchair;
  - (vi) The inspection and operation of wheelchair lifts and other assistive equipment; and,
  - (vii) Emergency procedures.

## 5.0 DRIVER REQUIREMENTS

The Provider must maintain documentation that all medical transportation drivers have the following:

- 5.1 At least two years of verified licensed driving experience; and, the driver has the ability to understand written and oral instructions and document services delivered.
- 5.2 A current and valid driver's license with fewer than six points against the driver issued under Chapters 4506 or 4507 of the Ohio Revised Code or their equivalent if the operator is a resident of another state;
- 5.3 Assurance that drivers:
  - (a) Maintain a safety checklist that includes items listed in Appendix C of this rule that must be completed by the driver prior to transporting client(s).
  - (b) Maintain service logs or trip sheets daily that include the following for each one-way trip:
    1. The date of service
    2. The client's name
    3. The pick-up point and destination point for each client
    4. And the driver's name and client's signatures
  - (c) Assist in transfer of the client, as necessary, safely from the client's door to the vehicle and from the vehicle to the entrance of the destination point. The Provider must perform the same transfer assist service when transporting the client back to the client's residence.
- 5.4 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.
- 5.5 Provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.
- 5.6 Provide the results of a chemical test or tests of the driver's blood, breath, or urine conducted at a hospital or other laboratory licensed by the Ohio Department of Health for the purpose of determining the alcohol or drug content of the applicant's blood, breath and/or urine.

Note: As applicable, must meet ambulette licensure requirements by the Ohio Medical Transportation Board.

## **TRANSPORTATION**

### **Appendix A**

#### **Required Annual Inspection Elements for Vehicles. Apply to all vehicles.**

##### **A. Seating**

1. All seats must be securely fastened to the floor.
2. No broken tubing or protruding pieces of metal should be around seats.

##### **B. Defrosters and heaters**

1. Must operate as designed.
2. Heater cores must be clean and free of leaks and obstructions to the flow of air.
3. Hoses must not have cracks or leaks and must otherwise be in good condition.
4. Fan guards must be metal or plastic.

##### **C. Windshield wipers/washers**

1. Must operate as designed.
2. Wiper blades in the vehicle operator's field of vision must be clean.
3. Wiper blades must not be brittle or badly worn.

##### **D. The floor must be metal and intact without holes.**

##### **E. Mirrors**

1. Must have at least one rear view interior mirror that is properly secured and in proper placement.
2. Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
3. Prismatic lens must be properly installed.
4. All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).

##### **F. Emergency Equipment**

1. Three red reflectors must be stored in the vehicle.
2. The vehicle must have a five-pound dry chemical fire extinguisher with the minimum rating outlined in section 20.b.c. of the Ohio fire code and based on section 10 of the National Fire Protection Association. The fire extinguishers must be securely mounted near the vehicle operator for easy access.
3. The vehicle must be equipped with a first aid kit.

##### **G. Brakes**

1. Must be properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
2. Tail exhaust pipes must be properly secured to prevent dropping on brake lines.

3. Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydrovac and hose connections must be free of fluid leaks.
4. Vehicles using air brakes: reservoirs, chambers, valves, connections and lines must be free of air leaks.
5. During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
6. All moisture ejection valves must be free of leaks and in proper working order.

#### H. Emergency Brake

1. The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
2. If the emergency brake is located on the drive shaft, the brakes shall:
  - a. Hold the vehicle in parked position;
  - b. Be properly mounted; and,
  - c. Have cables that are properly lubricated and not hazardously worn.

#### I. Steering Gear

1. The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.
2. The steering gear assembly, power steering unit, brackets and mounting bolts must be securely fastened.
3. If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
4. Tie rod ends must function properly.
5. Tires must not rub any chassis or body component in any position.

#### J. The horn must operate as designed

#### K. Windshield/windows

1. Window glass must be free of chips or cracks and be securely mounted without exposed edges.
2. Plexiglas may not be used to replace safety glass.

#### L. Emergency Door (Applicable to Bus-Type Vehicles)

1. The door must be able to open to its maximum width without catching or binding.
2. All handles must be permanently installed.
3. Operating instructions for the emergency door must be lettered or decaled inside the emergency door.
4. The safety buzzer must operate as designed and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
5. The door must be free of temporary or permanent obstructions.
6. No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.

#### M. Springs/Shocks Must Be Intact and Properly Mounted

N. Tires

1. Must have no less than two sixteenth inch tread pattern measured anywhere on the tire.
2. Retread tires should not be located on the steering axle.
3. Must be free of irregular wear, cuts, bruises, and breaks.
4. Must be balanced and in proper alignment.
5. All lugs must be present and fitted tightly on tires.
6. All tread types must match mated tires.

O. Exhaust System

1. Must be intact and operating as designed.
2. All pipe and muffler joints must be properly welded or clamped.
3. Exhaust manifolds must be free of cracks and missing bolts.

P. Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.

Q. The vehicle body condition must be intact and free of broken parts that can cause injury.

R. Gas Tank:

1. Must be free of rust/damage and /or leaks.
2. Must be securely mounted.

S. The seating area and aisle must be free of debris.

## **TRANSPORTATION**

### **Appendix B**

#### **Required Daily Wheelchair Lift Inspection Elements**

For each day services are provided, Providers must complete and document an inspection of the wheelchair lift prior to any client serviced 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.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical 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 is properly secured to the vehicle when stored.
8. Clean the lift 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 any time repairs are necessary.

## **TRANSPORTATION**

### **Appendix C**

#### **Required Vehicle Safety Checklist Elements**

##### **Vehicle ID:**

##### **Odometer:**

##### **Date:**

##### **Interior:**

Clean Appearance  
Seats (tears, loose armrests, etc.)  
Seat Belts  
Wheelchair Restraints  
Wheelchair Lift Ramp (good condition & secure)  
Cargo Barriers (secure & in place)  
Floor Coverings (safe & clean)  
Electrical/Mechanical:  
Brakes  
Heater/Air Conditioning/Defroster  
Horn  
Gauges (oil, fuel, temperature, etc.)  
Two-way communication device  
Windshield wipers & washers  
Jack & tire tools  
Emergency Brake  
Lights:  
    Headlights: high & low beams  
    Tail Lights, Marker Lights  
    Brake Lights  
    Turn Signals (front and rear)  
    Backup Lights  
    4-Way Hazard (front and rear)  
    License Plate Light  
    Interior Lights

##### **Exterior:**

Identification of Provider name  
No Body Damage  
Clean Appearance  
Mirrors (Adjusted and Clean)  
Windows (Clean)  
Doors (Operable from In/Outside)  
Door Locks (Operable)

**Winter:**

Shovel  
Non-Corrosive Traction Material (sand or clay litter)  
Blankets

**Fluids:**

Engine Oil  
Brake Fluid  
Engine Coolant  
Power Steering\*  
Automatic Transmission\*  
Fuel  
Windshield Washer  
Battery

**Belts & Hoses:**

Fan  
Alternator  
Heater Hose  
Radiator  
No Leaks under Vehicle

**Tires:**

Inflation  
Wear  
Sidewall or Tread  
Damage  
Spare

**Emergency Equipment Available:**

Biohazard Kit  
First Aid Kit  
Flares or Reflector Triangles  
Fire Extinguisher

*\*Must Be Checked At Operating Temperature*