

(A) Purpose

To transport an individual 60+ from one place to another through the use of a provider's vehicle and driver and which may, include providing the consumer with assistance to safely enter and exit the vehicle. Examples of places to which the provider may transport an individual are a medical office, congregate nutrition program site, grocery store, senior center, or government office.

(B) Unit of Service

- 1) A one-way trip constitutes one unit of transportation service.
- 2) The unit rate in a provider agreement shall reflect the provider's fully allocated costs, including administrative costs, training costs, and documentation costs.

(C) Minimum requirements for a transportation service

- 1) General Requirements:
 - a) Type of provider: Only a driver employed by an agency provider may provide the service. A consumer-directed individual provider shall not provide the service.
 - b) Drivers are required and must have visible proof of identification, i.e., name badge or uniform.
 - c) Availability: An agency provider shall possess a back-up plan for times when a driver or vehicle is unavailable. A self-employed provider shall possess a back-up plan for times when he/she or his/her vehicle is unavailable. The back-up plan may describe the process for transporting consumers when the driver or vehicle is unavailable, or it may describe the process for notifying the consumer when a driver or vehicle is unavailable.
 - d) COA requires providers to support clients with the following types of assistance: door-to-door, standby and/or physical assistance by driver.
 - e) The Provider must assure that all vehicles are easily identifiable with the Provider's name.
 - f) The Provider must maintain a written Drug and Alcohol Testing Policy.

- g) The Provider must maintain a “Wireless Communication and Electronic Device” policy for drivers including but not limited to:
 - i) Drivers prohibited from unofficial AND official use of cell phones while the vehicle is in motion. Exception: For official use (i.e., to communicate with the dispatcher or care manager) a completely hands-free device with automatic connection capability such as Bluetooth technology may be permitted.
 - ii) Text messaging prohibited for all drivers while the vehicle is in motion.
 - iii) Use of personal handheld electronics prohibited for all drivers while the vehicle is in motion.
 - iv) The use of dual ear headphones where hearing may be impaired is prohibited.
- 2) In addition to the general requirements above, providers must comply with [Rule 173-3-06.6 - Ohio Administrative Code | Ohio Laws](#) for the following:
 - a) Vehicle Requirements;
 - b) Driver Requirements; and
 - c) Trip Verification Requirements

(D) WellSky Reporting

WellSky Aging and Disability data is to be collected and reported as an integral part of the providers day-to-day operations. Billing is completed in WellSky as a Consumer Group (aggregate unit entry). Individual client registration is not required in WellSky for Transportation Services. Providers are responsible for adhering to Trip Verification Requirements outlined in (C) 2, c above.

(E) Consumer Contributions

The provider may solicit and accept voluntary contributions as outlined in the Voluntary Contributions section of [Rule 173-3-07 - Ohio Administrative Code | Ohio Laws](#). This service is exempt from the Cost Sharing section of this rule.