

Washtenaw County Community Mental Health

CONSUMER TRANSPORTATION – (policy)

PURPOSE

Clarify and establish responsibility for transportation for consumers receiving services from WCCMH.

POLICY

WCCMH shall assist consumers with transportation arrangements in accordance with Medicaid rules.

STANDARDS

Staff will not use personally owned vehicles to transport a consumer for any purpose.

Skill building/Supported Employment:

- Transportation can be provided as defined in the Medicaid Provider Manual

Medical Transportation:

- Medicaid consumers enrolled in a Medicaid HMO, the Health Plan is responsible for assuring or providing medically necessary transportation.
- Medicaid consumers not enrolled in an HMO, funding for medically necessary transportation for medical appointments is secured through the Department of Health and Human Services.
- **For non-Medicaid consumers, medical transportation is not a covered service.**

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WCCMH Clinic Services:

- How the consumer will get to services is one factor to be considered and discussed in the treatment planning process. Order of consideration for transportation shall be:
 - Individual's own resources
 - Family, natural supports or volunteers
 - Public Transportation/ Bus Tokens
 - Residential or Community Living Supports provider
 - WCCMH staff providing transportation in county vehicle
 - Cab voucher with supervisor approval
- Consumers shall be offered assistance in budgeting and planning prior to consideration for financial assistance for transportation. Consumers who do receive financial assistance for transportation shall also be assisted in assuming responsibility for their own transportation as their means and skills improve.
- Staff shall support consumers in gaining skills in using public transportation systems through modeling and assistance provided by WCCMH or provider staff.

- Cab transport shall be considered only as a last resort and shall not be provided to locations that are accessible to the consumer by public transportation. Cab transport shall not be provided solely on the basis of the number of transfers involved in reaching a site, length of time taken to reach the site, or due to the need to schedule ahead for specialized public transportation for individuals with disabilities (A-Ride). Supervisory approval will be required prior to initiating cab transport for an individual consumer and justification for use of cab must be documented. Administration will conduct a quarterly review of the use of cab transport.

PROCEDURE(S)

See procedures manual

REFERENCES/NOTES

- A. Medicaid Provider Manual
- B. Department of Health and Human Services BAM 825

EXHIBITS

There are no additional exhibits for this policy.