



Non-Emergency Transportation

SoonerRide

Discharge Manual

June 10, 2009

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Introduction

LogistiCare pioneered the concept of delivering specialized human transportation through innovative software and effective management of local commercial, non-profit, and public transportation providers. LogistiCare provides complete management of non-emergency transportation processes for Medicaid recipients, including call center operations, eligibility screening, scheduling, dispatch, billing and quality assurance.

LogistiCare's business model is designed to simplify all the complexities involved in non-emergency transportation service provision from screening and "gate keeping", to case management and billing verification. Case management services are provided by a social worker who is the Healthcare Manager in Oklahoma and Facility Representatives who are dedicated to health care facilities.

The Oklahoma Health Care Authority (OHCA) is the State agency in Oklahoma that administers the Medicaid Program under Title XIX of the Social Security Act. OHCA covers transportation for both Medicaid recipients and children enrolled in Oklahoma's federally approved program under Title XIX of the Social Security Act.

Transportation plays an important role in assuring access to medical care. Transportation is intended only for eligible SoonerCare recipients who have no other means of transportation to SoonerCare covered medical services. This service is of particular importance to disabled members needing critical services such as dialysis and chemotherapy. SoonerRide is a share-a-ride program that provides curb-to-curb service.

Nationwide fraud and abuse have been significant issues in transportation services. Total transportation utilization and expenditures have increased steadily. Inappropriate transportation use is a major contributing factor. This includes transportation for:

- 1) A trip to a non-covered service
- 2) Multiple trips when only one trip is necessary
- 3) Providing a trip in a wheelchair accessible vehicle when the member did not require this more costly level of transportation service and
- 4) A trip that never occurred.

Because of the significant rise in Medicaid transportation utilization and expenditures, OHCA has contracted with LogistiCare as a broker for non-emergency transportation services through the SoonerRide program to improve program control, reduce non-emergency transportation expenditures, provide more consistent quality services, and prevent fraud and abuse.

To foster the efficient and intended use of the SoonerRide system, LogistiCare conducts “gate keeping”. Gate keeping ensures that transportation is provided in accordance with the service limitations allowed and required under the Oklahoma SoonerRide program and that non-emergency transportation services may continue to serve the SoonerCare members of Oklahoma.

Eligibility

SoonerRide is available to SoonerCare members who have an active SoonerCare ID number. SoonerRide is designed for people without adequate transportation to medically necessary appointments. The Oklahoma Health Care Authority (OHCA) downloads a list of eligible members monthly. A LogistiCare Facility Representative will advise the dialysis facility of a member’s ineligibility and the date the member’s Standing Order will be cancelled.

Members may request transportation for medical appointments by calling the **Reservation Line** at **1-877-404-4500** with at least three business-days in advance of the appointment date.

Types of Transportation

The SoonerRide program is a preauthorized service program, and LogistiCare is required by the State contract to use the least costly and most appropriate mode of transportation. Types of transportation available through SoonerRide include mileage reimbursement, public/mass-transit, para-transit, volunteer drivers, and contracted providers.

Level of Service

LogistiCare staff is trained to ask a series of questions about the nature of the medical visit or treatment. This information assists in the determination of the most appropriate mode of transportation:

- If member is ambulatory.
- If the member is in a wheelchair.
- If the member is in a wheelchair and transferable (does not require a lift or ramp-equipped vehicle).
- Please advise if the wheelchair is larger than 31' inches.
- SoonerCare members are required to provide their own wheelchair.
- SoonerRide is not authorized to go pick up the member's wheelchair and bring it to the hospital.

Escorts

Escorts are defined as individuals whose presence is medically necessary to assist members during transportation and while at a location of treatment. An escort must be at least 18 years of age and be able to physically assist the member. SoonerRide will authorize, without charge to the member or escort, one escort to accompany the member. You must notify SoonerRide there will be an escort with the member during transportation. SoonerRide does not provide escorts. All nursing home residents must have an escort from their nursing home accompany them on all SoonerRide trips per Oklahoma Health Care Authority regulations. SoonerRide is not authorized to pick up the escort from the nursing home and bring them to the hospital. Nursing homes are responsible for arranging for the escort to be there at time of transportation arrival.

Stretcher

Stretcher transport is available for members who have a completed level of service certification and are approved. Stretcher transport should be called in during operational hours of 7 A.M. to 6 P.M. The process to determine medical necessity for these patients is complex and is best handled during normal operational hours and not by our after-hours back up center.

Discharge Process

The following is the Discharge Process:

1. Discharges can be called into our reservation line at 1-877-404-4500. Discharges will be accepted 24 hours a day 7 days a week, however calling during operational hours of 7 A.M. to 6 P.M. is best. A Nurse or social worker must call in a hospital discharge. SoonerRide will not accept discharge reservations from a SoonerCare member.
2. Please have the following information before calling in a discharge reservation:
 - a. Signed discharge order by doctor.
 - b. LOS.
 - c. Nurse's name and direct number to nurse's station.
 - d. Patient room number.
 - e. Whether the member is a current resident if traveling to a nursing home.
 - f. Time member will be ready.
3. Once transportation is assigned, the transportation provider has a 30-minute to 3-hour window to pick the member up.

Voucher System

If you have a discharge after operational hours, SoonerRide will reimburse your hospital for the use of a cab voucher. The gas reimbursement program may also be utilized by having a family member, friend, etc. transport the member home when discharged.

To use the Voucher Program, you must fill out our Accounts Payable Vendor Information Setup Form and submit a W-9 to our office for approval. Once you are in our system the following applies:

- A nurse or social worker prior to transportation must call trips into the reservation line.
- The Voucher Program will only apply to trips after our normal business hours of operation during the week and on the weekends.

- When calling in for a voucher, call the reservation line, state that you are using a voucher and what hospital you are from.
- The Voucher Program has a 6-mile transportation limit; a manager must approve anything over the 6-mile limit before transporting.
- All requests for reimbursement must have a valid Trip ID #, and reservations must be called in prior to transport. SoonerRide will not be able to backdate reimbursement requests.

For parents with children in the hospital, these rules apply:

- Parents needing transportation back home after visitation with child should call in a normal reservation.
- SoonerRide will not reimburse for use of a voucher for parent to go back home after visitation with child, unless it falls within the 6-mile limit.
- Trips for children being discharged from the hospital needing transportation back home must be called in as a normal reservation.
- SoonerRide will not reimburse facility for use of a voucher to pay for children going back home, unless it falls within the 6-mile limit.

Blank voucher forms can be requested from the SoonerRide Customer Service Representative.

Quality Assurance Procedures

Complaints may be filed by the SoonerCare member, by another person on behalf of the member, and by a facility. A transportation provider may also file a complaint against a SoonerCare member. LogistiCare staff researches and resolves all complaints filed and submits all information and outcomes to the Oklahoma Health Care Authority.

Contact Numbers

SoonerRide Facility Line: 1-800-435-1276

SoonerRide Facility Fax: 1-800-597-2091

Outreach Manager: 1-800-243-5560, Ext. 206

Where's My Ride Line: 1-800-435-1034

Reservation Line: 1-877-404-4500