

## Seneca County Department of Job and Family Services

### COMMUNITY TRANSPORTATION PLAN

Non-Emergency Transportation (NET) is administered by the Seneca County Department of Job and Family Services (SCDJFS). The provisions of those transportation services are detailed within this Community Transportation Plan which is developed within accordance of OAC 5160-15-13.

A. Contact information for SCDJFS staff responsible for administering transportation assistance under the Medicaid program. OAC 5160-15-13(A)(1)(a)

SCDJFS maintains a dedicated NET services phone extension/voicemail box at 419-447-5011, ext. 2311. This extension/voicemail box is monitored by the following agency staff.

NET Services Phone: 419-447-5011, ext. 2311 NET Services Fax: 419-447-5345 SCDJFS Address: 900 E. County Road 20, Tiffin, OH 44883	
Tabitha Metz, Employment Services Worker (ESW)	419-447-5011, ext. 2308 Tabitha.Metz@jfs.ohio.gov
Elaine Cook, Workforce & Family Services Supervisor	419-447-5011, ext. 2402 Elaine.Cook@jfs.ohio.gov

B. Description of how SCDJFS makes Medicaid-eligible individuals aware of the availability of transportation assistance and the guidelines for use. OAC 5160-15-13(A)(1)(b)

Details regarding Non-Emergency Transportation eligibility and guidelines are available on our agency website at [www.senecadjfs.org](http://www.senecadjfs.org). The agency staff listed above are also available to provide details to those interested. For more information please call 419-447-5011 or visit us at 900 E. County Road 20, Tiffin, Ohio and ask to speak with someone regarding Non-Emergency Transportation.

C. Description of how Medicaid-eligible individuals may request transportation assistance from SCDJFS or obtain referrals to other transportation sources. OAC 5160-15-13(A)(1)(c)

Medicaid-eligible individuals who are in need of NET services may submit requests in person or by calling 419-447-5011, ext. 2311. Requests for NET services will be processed during regular business hours Monday through Friday between 8:00am – 4:30pm. Callers may leave a message regarding their request(s) after business hours and a staff member will return their call during business hours to verify eligibility and to arrange the transportation.

Requests must include:

1. Name/Address of the Medicaid Eligible person requesting the transportation.
2. Name/Address of the Medical Provider
3. Date, Time and Length of Appointment
4. Purpose of appointment. (Verify as a Medicaid Service whether a Pregnancy Related Service (PRS) or not.)
5. Any accommodations requested (such as wheel-chair van service/accessibility)

Requests for Non-Emergency Transportation services shall be made at least ten (10) business days prior to the scheduled appointment. If the Medicaid provider schedules a medically necessary appointment with less notice, an attempt may be made to arrange transportation services, however these are possible only if the transportation provider is available and willing to schedule with less notice. Emergency Transportation services are not provided by SCDJFS. Once a transportation service has been scheduled/approved through NET, it is the individual's responsibility to contact both the transportation provider and Seneca County DJFS at least twenty-four (24) hours prior to pick up time to cancel if the services are no longer needed.

To be eligible, the individual requesting NET services must be a resident of Seneca County and have a current open eligibility span in a qualifying Medicaid assistance group for the month of the requested transportation.

Individuals may also be referred to their Managed Care Providers for transportation, or to other community sources of local transportation as needed.

D. Description of the geographical area which Medicaid-eligible individuals and the general population in the county routinely access medical services. OAC 5160-15-13(A)(1)(d)

The geographical area or "community" which population in Seneca County routinely access medical services include all cities, towns and villages within Seneca County. Also included are the surrounding counties of Crawford, Hancock, Huron, Sandusky, Wyandot, and Wood. The Toledo-Lucas County Metropolitan area is also accessed regularly for medical services to many in Northwest Ohio.

E. Description of the approval process for transportation service requests including trips outside the community. OAC 5160-15-13(A)(1)(e)

If the transportation request is for a location outside of the "community" which is defined in section D, the consumer is asked to verify the need for transportation to an outside provider. Verification may be submitted in writing or verbally from the medical provider. If requested, this verification must be submitted prior to the request being approved.

F. Type of transportation assistance provided. OAC 5160-15-13(A)(1)(f)

The SCDJFS has contracted with the North Central Area Transit (NCAT) agency to provide door-to-door transportation services for approved NET requests. NCAT provides regular transportation as well as wheelchair van services. The contract with NCAT has allowed them to refuse transportation to customers that commit six (6) no-shows. NCAT has also contracted to only provide three (3) vehicles per day for out-of-county travel. A secondary vendor may be used for door-to-door transportation services when NCAT is not available due to those reasons outlined in the contract. Secondary contract vendors include TRIPS (GLCAP). In the event a customer is refused transportation by NCAT due to committing six (6) no-shows/failure to cancel timely, the customer will not be provided any NET services for thirty (30) days.

G. When applicable, how SCDJFS decides which type of transportation assistance is most cost-effective and best suited to a Medicaid-eligible individual's needs. OAC 5160-15-13(A)(1)(g)

The SCDJFS published a Request for Proposal to determine the most cost-effective and best suited transportation provider. Following the SCDJFS Procurement Plan, all respondents to the Request for Proposal were rated by the rating committee and a contract was negotiated with the selected provider. The contract was then approved by the SCDJFS Director.

H. Listing of contact information for each contract vendor and a summary of the contract, including its term and projected cost. OAC 5160-15-13(A)(1)(h)

SCDJFS agreed to a Non-Emergency Transportation contract with North Central Area Transit (NCAT). The term of this contract is 1/1/24-12/31/25 with a projected cost of \$70,000.

North Central Area Transit (NCAT)  
Mary E. Habig, Executive Director  
3446 S. Township Road 151  
Tiffin, Ohio 44883  
Telephone: 419-448-7344

I. Explanation of how SCDJFS determines that a Medicaid-eligible individual needs the services of a personal assistant during transport, whether the personal assistant for a particular transport may be paid, and how the personal assistant's time is calculated. OAC 5160-15-13(A)(1)(i)

SCDJFS does not provide payment for personal assistants, however a personal assistant is authorized to travel along with Medicaid-eligible individuals to/from their appointments if requested.

J. Explanation of how the SCDJFS addresses problems with or complaints about the quality of services provided by contract vendors or by SCDJFS staff members. OAC 5160-15-13(A)(1)(j)

Written or verbal complaints regarding the quality of the contract vendor or SCDJFS staff member will be reported to the WFS Supervisor. If the complaint is regarding a contract issue with the vendor, the Business Administrator will be notified and will determine an appropriate course of action. Complaints regarding SCDJFS staff members will be provided to supervisory staff to determine an appropriate course of action.

K. Explanation of the policies and procedures implemented by SCDJFS to address misuse of transportation assistance by Medicaid-eligible individuals. OAC 5160-15-13(A)(1)(k)

Allegations of misuse or providing false information during eligibility determination will be forwarded to the SCDJFS fraud investigator. Investigations may lead to the establishment of an overpayment, recoupment of funds, and prosecutor referral for consideration of criminal charges. If misuse is identified, the amount of the service must be repaid. Future NET requests by any member of the assistance group will not be approved for a period of three (3) months or until the amount of the overpayment is recouped, whichever is longer.

L. Approval of this Community Transportation Plan. OAC 5160-15-13(A)(2)

Signature: \_\_\_\_\_  
Terri Frankart, WFS Administrator

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Kathy Oliver, Director

Date: \_\_\_\_\_