

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 7, 2006

<u>What's Inside:</u> Process for utilizing Transportation Services
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MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: TRANSPORTATION SERVICES

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

This memo is to clarify the implementation and other issues associated with the Transportation Services contracts, (C306008001 through C306008016) which were effective February 14, 2006.

Transportation needs are not new to our agency, nor are the funds which pay for these services or the factors associated with getting these services delivered. The Children's Division has needed transportation services in the past and those transportation services were procured on an as-needed basis. Through the years, the need for transportation grew across the state to reach a level that by Missouri Statute, we are required to have under contract. Therefore, the transportation contracts were put in place and offer standardized providers and prices within each circuit.

The purpose of these transportation contracts is to provide CD clients short term trips that can be completed in one day and are related to a child/family service plan. The intent is for these contracts to be utilized like pre-arranged taxi services. Some of the reasons for accessing these services may include transportation to school, parental visits, medical visits, etc.

When considering transportation services or making arrangements for a CD client to be transported, staff must consider the following conditions:

- **Is the service for which the client is being transported a Medicaid eligible service?** If so, staff must contact the Managed Care provider for that client. If the client is covered by MC+ Managed Care, see the number on the back of the member card. If the client is covered by MC+ fee for service, call 1-866-269-5927 to arrange transportation.

- **Are there other resources which can be utilized to provide transportation without incurring payment?** Staff should look to other staff, volunteers, foster parents, etc. to provide transportation as much as possible.
- **Are the clients in Residential Treatment?** The residential facilities are required to provide transportation to children placed in their facility under terms of their residential treatment contracts.

In the event no other transportation arrangements can be employed, staff must make arrangements with the transportation contractor(s) in their circuit for the transportation of the client. Any fee based transportation service outside of the transportation contracts shall not be paid without prior written approval by the Regional Designee and Central Office. If a desired service is not available from a contracted provider, services can be sought outside of the contract with approval by the Regional Designee and Central Office.

Since there are different contractors for each circuit, it is up to the local offices to meet with the contractors and make specific arrangements for referrals, invoicing, and implementing a service verification process.

Referrals:

Per the contract, CD should make every effort to provide the contractor a written notification three days prior to the service being necessary. Contractors have the right to refuse services if not given three days notice, but are required to make every effort to meet our needs. Documentation of continual refusal by a contractor may be reason to terminate a contract. The notification is to include names of the client and any companions, the pickup address, the destination address, the time of pickup, and the client's expected duration at the destination. It is necessary to make 3 copies of the referral (vendor copy, CD file copy, and client record copy).

The local office must make specific arrangements with the contractor(s) in regard to the specific referral procedure, how to refer a client, where to refer, contact persons, etc.

Invoicing:

Per the contract, the contractor must submit an itemized monthly invoice to the local state agency office which authorized the clients' transportation service. For each client transported during the month, the contractor shall indicate the date of service, number of revenue miles, and if there was a companion.

- A revenue mile shall be defined as the distance covered by a vehicle during which conveyance of a state agency client(s) and/or authorized companion is provided. Partial miles shall be rounded to the nearest whole mile. If transportation is provided for more than one client, at the same time, the contractor shall invoice for the total number of revenue miles incurred. The contractor shall not invoice for each client separately.
- The contractor's invoices must be received by the state agency within ten calendar days of the end of the month in which the services were provided. Supplemental and corrected invoices must be received by the applicable state

agency office within 60 calendar days of the end of the month in which the services were provided.

- The contractor's invoices must contain all information requested by the state agency.
- In the event the contractor has another contract with the state agency that requires transportation as part of the contract, the contractor shall not invoice the state agency for those transportation services under the transportation service specified herein.

The local office must make specific arrangements with the contractor(s) in regard to the information included on the invoice, where the invoice should be submitted, contact person, etc.

Payment:

Per the contract, the contractor shall be paid at the applicable firm, fixed price per revenue mile stated on the Pricing Page for transportation services provided.

- The state agency shall not be required to make payments for invoices which are not submitted.
- In the event the contractor is authorized to travel outside the awarded Judicial Circuits, the contractor shall be compensated for each revenue mile and the following miles:
 - 1) Each mile returning to the contractor's base of operation (without clients) after transporting a client outside the Judicial Circuit.
 - 2) Each mile traveling to the client's location outside the Judicial Circuits (without clients).
- The contractor shall not be compensated for transporting clients who were not authorized by the state agency.
- The contractor shall not be compensated under this contract for transporting clients that are receiving transportation services through other contracts with the state agency that require transportation as part of the other contract.

There is no special/independent allocation for Transportation Services. These services are paid with CTS funds. Upon receipt and approval of the invoice, the local office must enter the payment into SAM II.

Service Verification:

Per the contract, the contractor shall understand and agree that adequate verification and full documentation shall be defined to mean that the contractor's records are such that an orderly examination by a reasonable person is possible and can be conducted without the use of information extrinsic to the records and that such an examination can readily determine the following:

- That the contractor's services were, in fact, provided;
- That each service is verified by contemporaneous certification by the recipient of each service; (e.g. recipient signature upon receipt of services.)
- When service was provided;
- The extent or duration of each service;
- All amounts received by the contractor for payment of services rendered;
- To whom service was provided;
- The name of the contractor's personnel providing the service; and
- The written authorization provided by the state agency for the provision of services.

The local office must make specific arrangements with the contractor(s) in regard to what information must be gathered by the contractor, what information should be submitted to the local office as verification of service provision, where the information should be submitted, contact person, etc.

NECESSARY ACTION:	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children's Division staff. 2. Review revised Child Welfare Manual chapters as indicated below. 3. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT: Steve Cramer 573-522-9306 Steve.W.Cramer@dss.mo.gov	PROGRAM MANAGER: Cindy Wilkinson 573-751-3171 Cindy.R.Wilkinson@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: Section 8 Chapter 7 Contracted Services Table of Contents	
FORMS AND INSTRUCTIONS: N/A	
REFERENCE DOCUMENTS and RESOURCES: N/A	
RELATED STATUTE: N/A	
ADMINISTRATIVE RULE: N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS: N/A	
PROGRAM IMPROVEMENT PLAN (PIP): N/A	
SACWIS REQUIREMENTS: N/A	