

**THE RIDESPLUS TRANSPORTATION PLAN  
FOR NON-EMERGENCY TRANSPORTATION (NET) ADMINISTRATION  
5101:3-24-02  
JOB AND FAMILY SERVICES OF CLARK COUNTY**

The contact name of person at the JFSCC who is responsible for administering NET	April Clark, Transportation Coordinator (937) 327-1710 customer, 327-1993 private
A description of customer access to services for NET from the JFSCC, and the process the customer uses to request transportation	<p><b>CUSTOMERS</b> can access NET via phone calls, internal applications, mail, or walk-in. As of 2.1.11 customers can request via email.</p> <p><b>REQUESTS</b> are received from customers, Case Managers, in house Family and Children Services workers, Juvenile Court FSA Managers, Community Support Case Managers, Dialysis facility Social Workers, and other partners of our one stop agency.</p> <p><b>ADVANCE NOTICE OF (5) FIVE</b> working/business days are required for all NET requests, unless the Medicaid, Managed Care Plan (MCP) provider schedules a follow up appointment earlier than the 5 days. Surgery, dialysis, transplant, and chemotherapy patients are also taken into consideration when applying the advance notice rule. Once the customer has been processed and found eligible, the appropriate mode of transportation is made available.</p>
The JFSCC definition of community and the process for approving transportation out of county	<b>COMMUNITY</b> is the geographical area defined by each JFSCC within which the customers and/or the general population in the county routinely access medical services. At this time, the agency does not provide ANY out of county transportation for employment.
A list of organizations the JFSCC uses to coordinate transportation resources	Caresource: 1-800-488-0134 Molina: 1-800-642-4168 Amerigroup: 1-800-600-4441

The modes of transportation the JFSCC determines to be its primary or most often utilized mode of transportation	<p><b>Travel Specialties</b> (Rides<i>Plus</i> driver transportation) which has 15 Vans and 1 wheel chair accessible van</p> <p><b>Speedway Gas Cards</b> which are ordered and mailed to the agency.</p>
The modes of transportation the JFSCC utilizes as secondary modes of transportation	<p><b>Bus passes</b> that are purchased at the local bus company.</p> <p><b>Para Transit-</b> transportation through our local bus company.</p>
The JFSCC policy regarding the selection of the transportation that is the most cost effective mode, that addresses the customer's medical condition and timeliness concerns	We use our contracted vendor which is Travel Specialties. They provide all of our long and short distance transportation. Our managed care providers are also available for our customers.
The identity of each contract vendor's name, address, phone number, and length of contract	<p><b>SCAT:</b> (Springfield Area Transit) Bus Co. 100 Jefferson Street Springfield, OH</p> <p><b>Travel Specialties:</b> Rides<i>Plus</i> 714 W. Columbia Street Springfield, OH</p> <p><b>Speedway:</b> 500 Speedway Drive Springfield, OH</p>
The implementation of policies and procedures to address the misuse of services by customer through NET	<b>See attached for rules and regulations</b> They are sent to every customer that begins the transportation program (Driver), and each and every time the customer makes a request for (fuel) or when recertification for benefits is completed.
The implementation of policies and procedures to address the quality control issues with vendors	<b>See attached rules and regulations</b>

The implementation of referrals by the JFSCC for customers that can access transportation through other Medicaid programs other than NET	Our Transportation Coordinator will access the situation on each customer, and based on their personal needs will decide which program they will use and what service is best for them. We also have the managed care programs that will provide limited transportation services for our eligible customers.
Criteria for use of an attendant	We allow an attendant to accompany any customer that cannot travel independently by themselves. This can and mostly is a relative. The agency is not charged for the attendant.
Informing customer and the community of the NET program	The customer will be informed during the application and reapplication process of transportation services. A written explanation of the transportation services is mailed to customers when approved for NET. We also currently have a commercial that is being run on TV. The front lobby of building A airs this commercial repeatedly throughout the day. Transportation is discussed at meetings and training sessions in our area.

**REV 6.8.11**