

CHAPTER 10: MEDICAL TRANSPORTATION**SECTION: 10.4: NEMT – PROVIDER RESPONSIBILITIES****PAGE(S) 4****PROVIDER RESPONSIBILITIES**

Providers are responsible for picking up recipients to ensure that they arrive at their appointments on time and are returned home within a reasonable amount of time. If the provider determines that he is unable to provide the requested transport, the provider must **immediately** notify the Transportation Dispatch Office (TDO) and the recipient about the problem.

Providers are responsible for sending via FAX/BLAST a list of cancellations and dry runs to the TDO weekly. The TDO will fax the provider a cancellation report for each trip canceled. The provider will be notified of cancellations initiated by the recipient or the medical personnel in advance of the appointment. The provider should be notified at least one hour prior to the appointment if possible. (Longer distance trips will be given reasonable and appropriate considerations.)

Providers may not file a claim for a trip that has been canceled by the scheduling office. It is the provider's responsibility to be able to receive cancellations between 8:00 a.m. and 4:30 p.m. Monday through Friday.

Providers must transport as many recipients as the vehicles allow when there are individuals going to the same medical service area during the same time frame. The number of recipients allowed in a vehicle depends on the number of seat belts in the transportation vehicle. For example, if three recipients from the same locale are all going to medical providers in the same area, with appointments at approximately the same time, they should be transported together. For recipients with excessive wait time, a provider should return the recipients back home whose services are completed and return or send another vehicle to pick up those who are not finished.

Recipients must be picked up in a reasonable time frame and returned to their home. If the driver returns to pick up the recipient and cannot locate him/her the driver must determine if the recipient left the premises. If the recipient cannot be found, the driver must contact his office immediately. Every attempt must be made to locate the recipient. If the recipient cannot be located, contact the TDO. Failure on the part of the provider to act responsibly may result in administrative sanctions imposed against him/her (including suspension from the program).

Vehicle Operation Requirements, Safety and Professionalism

Drivers should project responsible, professional and courteous behavior. Drivers must **exercise the utmost safety** in caring for recipients while transporting them and guard against becoming insensitive to their physical and emotional condition(s). Exercising a high quality of care and concern in the provision of services reflects positively on the Non-Emergency Medical Transportation (NEMT) Program.

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Drivers must ensure:

- The equipment and vehicle used is kept clean and serviceable at all times,
- All laws of the State of Louisiana are observed while transporting a vehicle with passengers, and
- The vehicle is safe and in excellent operating condition.

NOTE: A vehicle must not be driven unless the driver determines that the following parts and accessories are in good working order: vehicle brakes, parking brakes, steering mechanism, lighting devices and reflectors, tires, horn, windshield wipers and rear-view mirrors.

Drivers must:

- Not consume or be under the influence of intoxicating liquor, narcotic drugs or amphetamines within four hours of going on duty or while operating a motor vehicle.
- Assure that any vehicle they drive with “for hire,” “handicapped” or “public” license plates comes to a complete stop as required by state law. This includes all railroad crossings.
- Exercise extreme caution in the operation of a vehicle when hazardous conditions such as those caused by snow, ice, sleet, fog, mist, rain, dust or smoke adversely affect visibility or traction. Speed must be reduced when such conditions exist. If conditions become sufficiently dangerous, the operation of the vehicle must be discontinued or operated to the nearest point at which the safety of the passengers is assured.
- Use turn signals not less than 100 feet in advance of and during the turning movement of the vehicle. Turn signals must be flashed to indicate the direction of vehicle movement in traffic lanes.
- Have been instructed in the proper procedures required to move recipients into and out of the vehicle equipped to transport non-ambulatory, wheelchair recipients.
- Ensure all passengers are wearing seatbelts or are otherwise secured.
- Ensure that no smoking, eating, or drinking occurs in the vehicle as in accordance with current Occupational, Safety and Health Administration (OSHA) regulations.

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- Always turn the engine off when fueling a motor vehicle, and never fuel the vehicle where there is smoke or an open flame.

Vehicles are never to be towed or pushed with passengers on board. All vehicles must contain a basic first aid kit and a fire extinguisher, and all drivers must ensure that **no smoking** occurs in vehicles.

Children less than six years of age must be placed in a national Highway Traffic Safety Administration (NHTRA) approved child safety restraint system (infant or child seat) regardless of where the child is placed in the vehicle.

Age of Child	Weight of Child	Seat Specifications
Under 1 year of age OR	Less than 20 pounds	Rear-facing child safety seat
Between 1 and 4 years of age OR	Between 20 and 40 pounds	Forward-facing restraint seat
At least 4 years of age, but less than 6 years of age	Between 40 and 60 pounds	Restrained in a child booster seat
6 years of age or older OR	60 pounds or more	Restrained in an appropriate child booster seat or the vehicle's safety belt

All child safety seats shall be installed in the vehicle according to the manufacturer's recommendation, and all drivers shall be instructed in the proper installation and use of the seats.

Van type vehicles which handle wheelchairs must have a wheelchair restraint and the appropriate wheelchair lift or a ramp 28" wide with toe cleats. The lift may be manual or hydraulic. If the vehicle has a stretcher, it must have locks or tie downs for the stretcher.

Emergency Action Procedure

If an emergency arises while transporting a recipient, the driver must immediately assess the situation and if possible assist the recipient and his/her attendant with the emergency. In some cases it may be necessary to transport the recipient to the hospital emergency room or the doctor's office.

If the driver is transporting the recipient with no assistant when an emergency arises, the driver should assess the situation and determine whether to:

- Stop the vehicle and assist with the emergency,
- Proceed immediately to the nearest medical facility, or

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- Call 911 for emergency medical assistance.

If the recipient is taken to the emergency medical facility, the driver must immediately notify the Health Standards Section – NEMT Program Manager, the TDO and a member of the recipient's family. When driving to the emergency medical facility, the driver should remain calm and alert and drive as quickly as conditions permit for safe vehicle operation.

Accident Reporting Requirements

All motor vehicle accidents must be reported to the law enforcement agency of competent jurisdiction in accordance with Louisiana Revised Statute 32:398.

Providers must report the following to the Health Standards – NEMT Program Manager:

Reporting Requirements	Reporting Period
All motor vehicle accidents	Within 72 hours of the accident
Copy of the Louisiana Uniform Motor Vehicle Accident Report	Within 10 working days of the accident
Written report of all incidents when a Medicaid recipient is killed or injured while in the provider's care, regardless of the cause	Within 72 hours of the incident