



Developmental Services


Transportation

Monitoring Protocol

Transportation services provide rides to and from an individual’s home and his or her community-based waiver services to enable an individual to receive the supports and services identified on both the support plan and the approved cost plan, when such services cannot be accessed through natural (i.e. unpaid) supports.

Cite	Standard	Probes
<p>Explanation of Monitoring Tool Symbols/Codes</p> <p> Alert: Denotes a critical standard or cite relating to health, safety and rights. A deficiency requires a more intense corrective action and follow-up cycle.</p> <p>“W” Weighted Element: A “W” followed by 2.0 or 4.0 in the Cite column denotes elements that have a greater impact on the monitoring score.</p> <p>“R” Recoupment: An “R” in the Cite column denotes an element that is subject to recoupment of funds by the State if the element is “Not Met.”</p>		
B. Provider Qualifications and Requirements		
1	<p>Transportation operators that are part of the coordinated system as well as transportation providers that are not a part of the coordinated system are required to adhere to a comprehensive set of vehicle and passenger safety standards that are set forth in Chapter 41-2, F.A.C.</p>	<p>Request verification of rule adherence from provider.</p> <p>When purchasing transportation services from an independent vendor that is or is acting as a transportation company, that vendor must meet and adhere to the passenger and vehicle safety standards required of the coordinated system.</p> <p>Note: Provider must adhere to safety guidelines identified in s. 316.613, F.S. and other guidelines related to airbags, securing mobility devices and boarding assistance as referenced in the Medicaid Waiver Coverage and Limitations Handbook.</p>
2	<p>Drivers shall be at least 18 years of age and possess a current, valid commercial or non-commercial driver’s license appropriate to the vehicle and for the purpose it is being used in accordance with chapter 316, FS.</p>	<p>Review provider records and personnel files for the applicable information.</p> <p><i>Note: This includes all paid vendors.</i></p> <p><i>Note: Providers other than community transportation coordinators must show proof of a <u>Florida</u> driver’s license.</i></p>
3	<p>Providers other than community transportation coordinators maintain 100/300 vehicle liability insurance coverage and current vehicle registration, in accordance with s. 768.28, FS.</p>	<p>Review provider insurance records.</p>

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4	The provider promptly reports any change to coverage or license to the waiver support coordinator and Area Office.	Review provider records for any notifications to support coordinators based on changes.
5 NEW	Provider vehicle(s) must contain a first aid kit equivalent to Red Cross Family Pack #4001 and an A-B-C fire extinguisher.	Determine during onsite consultations that the equipment is in place and the fire extinguisher is current. For Desk Review providers, score this element as "N/A."
6  W4.0	Level two background screenings are complete for all direct service employees.	Review available personnel files or records to ascertain compliance. Check for: <ul style="list-style-type: none"> • Notarized affidavit of good moral character; • Proof of local background check • Documentation of finger prints submitted to FDLE for screening and screening reports on file; • Criminal records that include possible disqualifiers have been resolved through court dispositions. • If this is an agency, look for evidence that the provider has used the screening information to identify any potentially disqualifying offenses and to make a determination of eligibility of the employee to render services and supports. As appropriate, look for evidence of Area Office exemptions on disqualifying offenses.

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7  W4.0	All employees undergo background re-screening every 5 years.	<p>Review available personnel files or records to verify that employees undergo background re-screening at least every 5 years</p> <p>Look for evidence of completion and submission of an FDLE Form, identified as either attachment 3 or 4.</p> <p><i>Note: Fingerprint cards are not required on resubmission.</i></p>
8 NEW	Independent providers and agency staff receive training on Infection Control and the use of on-board first aid kit.	<ul style="list-style-type: none"> • Review personnel files and other provider training records for evidence of required training. • If applicable, ask staff about the in-service training they have received. • Training should be current
9 NEW	Direct service staff has received training in the Department's Direct Care Core Competencies Training.	<p>Look for documented evidence that direct service staff have received this training or an equivalent which has been approved by the Department.</p> <p>Training was received within the required timeframes as developed by the Agency.</p> <p>This training may be completed using the Department's web-based instruction, self-paced instruction or classroom-led instruction.</p>
C. Service Limits and Times		
10 NEW	The provider renders no more than 4 one-way trips per day or 80 per month when the provider is reimbursed by the trip.	Review claims data, trip logs and other records to determine the provider's compliance.

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11	<p>The provider is not transporting individuals to school.</p>	<p>Review copies of trip logs.</p> <p><i>Note: Transportation to and from school is the responsibility of the public school system.</i></p> <p><i>Transportation to work may be paid by the waiver if the work location is another waiver service or the individual has no other means to get to a service or activity. Otherwise transportation to work should be paid by the individual.</i></p>
12	<p>The provider is not part of the county's coordinated transportation system and renders services only under the following circumstances:</p> <ol style="list-style-type: none"> 1. The vendor is a paid vendor and/or is also a family member; 2. The vendor is a group home, a residential service facility or an adult day training agency transporting individuals who are served by the group home, residential facility or agency; 3. The CTC has told the individual or the individual's family, guardian, waiver support coordinator, or Area Office that it cannot provide the requested transportation; or 4. The district can prove to the county's community transportation coordinator that an alternative independent vendor can provide services that pursuant to rules promulgated by the Commission for the Transportation Disadvantage are most cost-effective and also meet the standards required of the coordinated transportation system. This proof must be a bonafide comparison of the fully allocated cost of transportation. 	<p>Verify appropriate vendor status.</p> <p><i>Note: Individual applicants who are applying to be a transportation provider cannot enroll as paid volunteers if they are providing this transportation service as a business or if they request payment in excess of the established State mileage reimbursement rate.</i></p> <p><i>There should be documentation and adequate justification as to why the relative is the paid vendor of the service, rather than a natural support. Controls should be in place to assure that the relative is paid for only specific services rendered. Review claims information and other documents available.</i></p>

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13	If a group home, residential facility, or adult day training agency wishes to transport its own individuals, the agency must discuss its transportation plans with the Community Transportation Coordinator before beginning to transport.	Verify coordination with the Community Transportation Coordinator through requested documentation from the provider, or if available, the Area Office's enrollment file.
14	Provider is authorized to render transportation services.	<p>Review provider records for a service authorization.</p> <p><i>Note: Providers paid by the waiver who are transporting an individual to a service listed on the support plan, may not charge a co-pay to the individual.</i></p> <p><i>Providers are not paid for transportation services when this service is provided as a component of any adult day training, residential habilitation, or other service. Providers are not paid for transportation between habilitation sites operated by the same provider but it is allowed between different waiver providers. Group and foster homes that provide transportation, as a component of their long-term residential care services shall not be paid separately for the transportation service.</i></p> <p><i>Providers are paid separately for transportation services if they are currently enrolled as a DS Waiver transportation provider only when transportation is provided between a recipient's place of residence and another waiver service training site.</i></p>
15	Provider renders services and supports at a frequency and intensity as defined in the service authorization.	<p>Review provider records for a service authorization and compare these to claims data and the provider's billing documents and service log.</p> <p>Providers reimbursed by the month shall provide documentation of the actual cost of the service.</p>

Cite	Standard	Probes
D. Documentation		
16 R	Providers have at a minimum copies of trip logs for the period being reviewed.	<p>Review applicable trip logs to determine they contain the required information.</p> <p><i>Note: The trip log will document the individual's name(s), date of service, destination, and actual mileage.</i></p> <p><i>Note: If more than one recipient is being transported, the mileage charged will be prorated among the number of recipients transported.</i></p> <p>Trip logs are to be submitted to the waiver support coordinator on a monthly basis.</p> <p>This Cite is subject to recoupment as reimbursement documentation if not available.</p>

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