

Chapter 8 : TRANSPORTATION

BACKGROUND AND SUMMARY OF RESOURCE

During the planning phase for CCHAP, private practice physicians surveyed indicated their Medicaid and CHP+ patients often have difficulty with transportation to office visits. To eliminate this barrier to access, there are two no fee methods available to CCHAP practices to assist their patients' families in getting their children to their healthcare visits: 1) Medicaid arranged; and 2) Taxi vouchers.

Medicaid Arranged Transportation

Medicaid eligible clients *may* be eligible for transportation benefits to routine (scheduled appointments) and urgent (client needs to get to doctor within 2 days) medical appointments. Please call the LogistiCare reservation line for eligibility confirmation. If the patient lives in one of the Denver Metro area counties Adams, Arapahoe, Boulder, Broomfield, Douglas, Denver, Jefferson or Larimer call LogistiCare at 1-800-284-5150. For patients who live outside of the Denver Metro area, call the county where the patient resides they will assist with the transportation needs. Please call at least 3 days before the appointment. Rides are not guaranteed when less than 3 days notice is given. However, you may call LogistiCare if you have an urgent visit. LogistiCare will determine if transportation can be arranged. All urgent visits have a 4 hour window. Medicaid will also provide transportation for Mental Health appointments with 3 days prior notice. Medicaid does not provide transportation for foster children since foster parents are required to own a working automobile. Transportation is not a covered benefit for CHP+ patients. Patients can call the following numbers to schedule transportation:

LogistiCare Reservation Line: 1-800-284-5150
(Staffed 24 hours a day; bilingual Spanish and Russian)

Where's my ride? 1-800-390-3181

- The following information should be provided to make a reservation:
 - Name
 - Medicaid ID number
 - Home address
 - Phone number
 - Doctor's name, phone number, address, time of the appointment.
- Transportation should be requested when an appointment is made. Verifiable acute care/urgent trips will be arranged by LogistiCare as quickly as possible for short-notice appointments; however, LogistiCare does not guarantee service with less than 72 hours notice.
- Patient's family should be given the phone number for LogistiCare and be expected to make their arrangements under most circumstances. However, your office staff may call LogistiCare for the parent if they need assistance.

RTD (Metro Denver)

Access-a-Ride (Not paid by Medicaid)

Access-a-Ride provides transportation to passengers with disabilities who are unable to use RTD's regular lift-equipped fixed route bus service and who qualify for certification under the eligibility guidelines established by the Americans with Disabilities Act (ADA) of 1990. The access-a-Ride program is open to persons with disabilities under the following conditions:

- An individual requires a lift-equipped bus and the bus they need does not have a lift.
- An individual is unable to independently get to and from a bus stop or cannot get on and off the bus.
- An individual is unable to understand how to complete bus trips.

Qualification for Access-a-Ride service:

The certification process requires a functional evaluation and a physician's statement for verification. There is no certification fee.

If you qualify for access-a-Ride, you will receive a photo ID card that must be shown to the driver each time you board. You will also receive a User's Guide explaining how the program works, including information on making and confirming reservations, types of service, escorts, trip cancellations and more.

Service Area:

You can use Access-a-Ride to travel within Arapahoe, Adams, Denver, Boulder, Broomfield, Douglas and Jefferson counties as long as the same trip could have been made on the regular RTD fixed-route bus system. Your trip must have a starting and ending point within 3/4 mile of an RTD non-commuter fixed route bus service as well as Call-n-Ride service areas and you must travel on the same days and during the same hours as the fixed route bus service operates.

Reservation Service: Access-a-Ride reservations can be made up to three (3) days in advance. Make your request as early as possible, since Access-a-Ride trips are scheduled on a space-available, shared-ride basis.

Subscription Service: Recurring trips, same days and times, at least three times per week, you may request access-a-Ride subscription service. This allows you to take regular trips without making and confirming reservations each time. Please note that subscription service is very popular and there may be a waiting list.

Door-to-Door Service: access-a-Ride offers curb-to-curb service with driver assistance at the vehicle or curb. Special door-to-door assistance may be available upon request. This allows you to take regular trips without making and confirming reservations each time. Please note that subscription service is very popular and there may be a waiting list.

See <http://www.rtd-denver.com/accessARide.shtml> or call the access-a-Ride office at (303) 299-2960 for more information.

Taxi Accounts

For CHP+ and uninsured patients or when Medicaid cannot provide service for Medicaid patients, CCHAP will pay for taxi service. Records must be kept by the practice by utilizing the “Taxi Ride Log” at the end of this Chapter so we can track usage and reconcile invoices from the cab companies.

The companies we are currently contracted with are:

1. Metro Taxi, Inc. **(303) 333-3333**
Account: **8601** (Medical Home for Every Child Number)
Covers Metro Denver and some areas of Castle Rock
2. Yellow Cab **(303) 777-7777**
Account: **1737**
Covers Metro Denver, Boulder, Longmont, Loveland, Greeley, Fort Collins and north to the Wyoming border. South from Metro Denver to Castle Rock
3. Yellow Cab, Colorado Springs **(719) 634-5000**
Account: **22571**
Covers Colorado Springs/El Paso County
4. Moffat and Routt County Only
All Around Taxi (Craig, CO)
Account: **“CCHAP”**
970-824-1177
5. Lake County
Cloud City Cab Company
Account: **“CCHAP”**
719-207-8833

Please keep these account numbers secure so they are not misused. Do not give the patient the account number.

- Please tell the Taxi dispatcher “No Stops” and “No tip unless provided by rider”.
- **IMPORTANT!**
Please complete the taxi ride log sheet in this chapter and fax it Attn: CCHAP at 720-777-7338 or email it to carter.joyce@tchden.org.

County	Transportation Company	Contact information
Adams	LogistiCare	303-390-4500
Alamosa	San Luis Valley Transportation	719-589-5734
Arapahoe	LogistiCare	303-390-4500
Boulder	LogistiCare	303-390-4500
Broomfield	LogistiCare	303-390-4500
Clear Creek	Call EPSDT Coordinator	
Conejos	San Luis Valley Transportation	719-589-5734
Costilla	San Luis Valley Transportation	719-589-5734
Crowley	Call EPSDT Coordinator	
Custer	Call EPSDT Coordinator	
Denver	LogistiCare	303-390-4500
Douglas	LogistiCare	303-390-4500
El Paso	Call EPSDT Coordinator	
Elbert	Call EPSDT Coordinator	
Fremont	Call EPSDT Coordinator	
Gilpin	Call EPSDT Coordinator	
Huerfano	Call EPSDT Coordinator	
Jefferson	LogistiCare	303-390-4500
Kiowa	Call EPSDT Coordinator	
Larimer	LogistiCare	303-390-4500
Lincoln	Call EPSDT Coordinator	
Logan	North Eastern Colorado Transportation	970-522-6440
Mesa	Call EPSDT Coordinator	
Mineral	San Luis Valley Transportation	719-589-5734
Morgan	North Eastern Colorado Transportation	970-522-6440
Otero	Call EPSDT Coordinator	
Park	Call EPSDT Coordinator	
Phillips	North Eastern Colorado Transportation	970-522-6440
Prowers	Call EPSDT Coordinator	
Pueblo	Call EPSDT Coordinator	
Rio Grande	San Luis Valley Transportation	719-589-5734
Saguache	San Luis Valley Transportation	719-589-5734
Sedgewick	North Eastern Colorado Transportation	970-522-6440
Teller	Call EPSDT Coordinator	
Washington	North Eastern Colorado Transportation	970-522-6440
Weld	Call EPSDT Coordinator	
Yuma	North Eastern Colorado Transportation	970-522-6440

TAXI RIDE LOG

Practice Name _____

Please complete each time the CCHAP account is used and fax to Kevin Heckman @ 720-777-7338 at the end of each month. Thanks.

Date	Taxi Company	Reason for Office Visit	Practice staff member ordering or authorizing ride	Reason LogistiCare service was not available, is this patient on CHP+ or Medicaid?