



Social Care Network Enhanced HRSN Transportation Service Provider Guide

Updated 7/29/25



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Transportation Service Provision

Transportation Service Provision

- ✓ Transportation may only be used for services and activities related to *accessing*:
 - Enhanced Care Management
 - Enhanced HRSN Housing Services
 - Enhanced HRSN Nutrition Services
 - HRSN Related Activities
- ✓ The Transportation Service Provision includes:
 - Transportation Coordination
 - Transportation
 - Taxi
 - Volunteer Drivers
 - Service Provider Vehicles
 - Rideshare/Transportation Network Company (TNC)
 - Public Transportation
- ✓ Service is available for a *maximum duration of 6 months with the possibility* of re-authorization.
- ✓ Transportation is a *limited service and should only be used when there are no other transportation options* for the Member (e.g., Member can carpool with a neighbor).

There is a \$600 per Member transportation soft cap. Reach out to Katie Blaine, NPS–Transportation, kblaine@carecompassnetwork.org, if you are working with a Member that has transportation needs that exceed the \$600 soft cap.

Transportation Reimbursement Limitations

- ✓ NYHER does not reimburse for the use of *carshare, bikeshare, fuel cards, or Member vehicle related expenses such as car repairs, inspection costs, vehicle charger installation, etc.*
- ✓ *Navigator travel* is not reimbursable.
- ✓ *Courier services* provided by the contracted Enhanced HRSN Transportation Service Provider is reimbursable. However, the cost to have *groceries or other items shipped or delivered* to a Member's residence from Walmart, Instacart, or another service is not.

Contracted Enhanced HRSN Transportation Service Provider Requirements

- ❑ Have a valid:
 - ✓ New York or Other Valid State Driver License (*Class D License)
 - ✓ Vehicle Registration
 - ✓ Vehicle Inspection
 - ✓ Certificate of Insurance
 - ✓ Insurance Identification Cards

- ❑ May use volunteer drivers that meet the driver qualifications above.
 - ✗ Family members of a Member receiving transportation services *cannot* provide transportation to the Member as a volunteer driver for a transportation service provider.



Non-Emergency Medical Transportation (NEMT)

The Social Care Network cannot reimburse for *non-emergency medical transportation (e.g., transportation to a doctor's appointment or hospital)*.

The New York State Department of Health offers Medicaid non-emergency medical transportation (NEMT) through Medical Answering Services (MAS). MAS is the Medicaid transportation broker.

Transportation can be scheduled by calling (866) 932-7740 or visiting <http://www.medanswering.com>.



Caregiver or Guardian Considerations



Transportation services may be provided to a qualified Member's caregiver or guardian for the direct benefit of the Member.

Children, Youth, and Household Transportation Considerations

- ✓ For situations where a **child/youth is eligible for Enhanced HRSN Services, but *their parent or legal guardian is not***, NYHER will reimburse the transportation costs of one parent or legal guardian to accompany the child. NYHER will not reimburse additional transportation costs for additional noneligible minors in the household.
- ✓ For situations where a **parent or legal guardian is eligible for Enhanced HRSN Services, but *their children are not eligible***, NYHER will reimburse the transportation costs for one minor if they need to accompany the parent/legal guardian (e.g., due to lack of available childcare).

Transporting Multiple Members from the Same Location

Members sharing the same primary address and in need of transportation to the same destination *will be authorized as one trip*.

Service Providers should *note there that there is an additional rider* in the Unite Us referral or internal case.

The *additional rider may include* Members that are related by marriage or birth, but may include roommates, friends, and others who are residing temporarily or otherwise at the address.



Mobility Considerations



- Is the Member unable to travel or wait for services alone?
- Does the Member have a physical, cognitive, mental, or developmental limitation that may impact their transportation needs?
- Does the Member need additional transportation assistance (ie. Ranging from help getting into a vehicle to ambulette services)?

Public Transportation Considerations

If a Member uses the public transit system for the activities of daily life, then, in *most circumstances*, transportation for the Member should be requested at a mode of transportation no higher than that of the public transit system.



Geographic Location of Service Delivery

In some cases, delivery of Enhanced HRSN Services will be limited to a Member's primary address. The table below includes details on location to which services may be delivered.

Services that are delivered to home	Services delivered to Members 18+	Services delivered to children <18
Home modification services	Services must be delivered to primary address	Services may be delivered to an alternative address
All other services	Services may be delivered to an alternative address	Services may be delivered to an alternative address



Enhanced HRSN Transportation Eligibility

Enhanced HRSN Transportation Eligibility

To receive enhanced HRSN transportation assistance, a Member must have an identified unmet transportation need and meet the social risk factors and clinical criteria required for services.

Eligible Population	Social Risk Factor	Clinical Criteria
<ul style="list-style-type: none"> • Individuals with a Substance Use Disorder (SUD) • Individuals with a Serious Mental Illness (SMI) • Individuals with an Intellectual and Developmental Disability (I/DD) • Pregnant or Postpartum Persons • Individuals who are up to 90 days post-release from incarceration with a chronic condition • High-risk children under the age of 18 (e.g., justice-involved youth, foster care youth, kinship care) • Medicaid High Utilizer (e.g., emergency department or inpatient utilizers) • Individuals enrolled in a NYS-designated Health Home 	<p>An individual who is assessed to have unmet HRSN(s) under transportation and needs transportation assistance to <i>assess</i> HRSN and/or care management activities.</p> <p><i>An unmet need includes:</i></p> <ul style="list-style-type: none"> ✓ Not having a valid driver's license; ✓ Not having a working vehicle available in the household; ✓ Being unable to travel or wait for services alone; or ✓ Having a physical, cognitive, mental, or developmental limitation 	<ul style="list-style-type: none"> • Individuals with a Substance Use Disorder (SUD) • Individuals with a Serious Mental Illness (SMI) • Individuals with an Intellectual and Developmental Disability (I/DD) • Pregnant or Postpartum Persons • Individuals who are up to 90 days post-release from incarceration with a chronic condition • High-risk children under the age of 18 (e.g., justice-involved youth, foster care youth, kinship care) • Medicaid High Utilizer (e.g., emergency department or inpatient utilizers) • Individuals enrolled in a NYS-designated Health Home

Enhanced HRSN Transportation Eligibility

- ✓ Screen for an unmet HRSN transportation need
- ✓ Active Medicaid Managed Care Plan
- ✓ Unite Us:
 - Active Care Compass Collaborative Screening and Navigation Social Care Coverage
 - Active Care Compass Collaborative Enhanced HRSN Services Social Care Coverage
- ✓ Meet the criteria for one or more enhanced service populations
- ✓ Meet the clinical criteria for enhanced transportation services (meeting the enhanced service population)
- ✓ In need of transportation assistance to *access Enhanced Care Management, Enhanced HRSN Housing Services, Enhanced HRSN Nutrition Services, and HRSN Related Activities.*





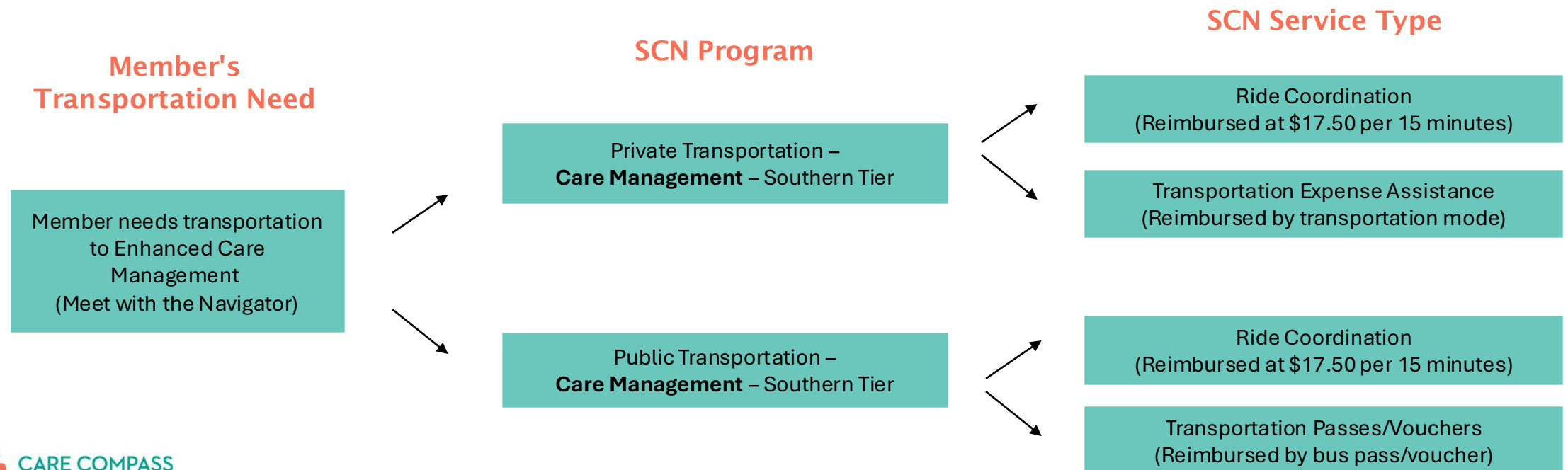
**What Can
Transportation Be
Utilized For?**

Transportation to Enhanced Care Management

Member needs transportation to Enhanced Care Management to meet with the Navigator.

- ✓ Referral Management
- ✓ Care Coordination
- ✓ Coordination of transportation services
- ✓ Coordination of cooking supplies
- ✓ Education
- ✓ Provide documentation to Navigator or Care Manager
- ✓ Follow-up to ensure Member's needs were met by services

Referral Decision Tree

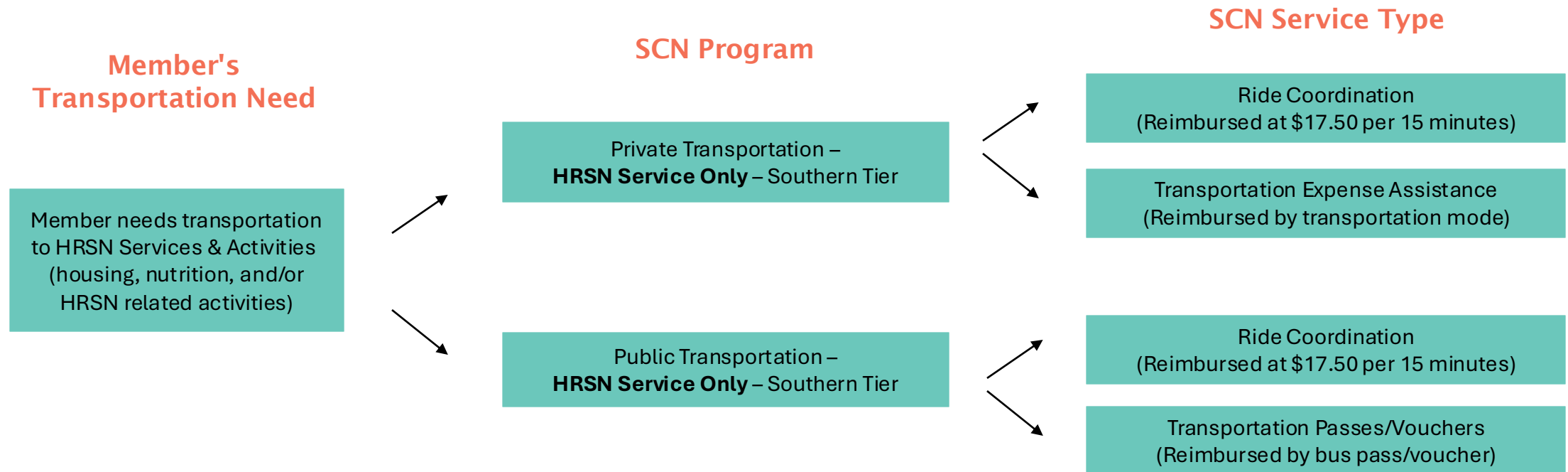


Transportation to HRSN Services and Activities

Member needs transportation to HRSN services and activities.

- ✓ Enhanced HRSN Housing Services
- ✓ Enhanced HRSN Nutrition Services
- ✓ HRSN Related Activities

Referral Decision Tree



Transportation to Enhanced HRSN Housing Services



- ✓ Home Accessibility and Safety Modifications
- ✓ Home Remediation Service
- ✓ Asthma Remediation
- ✓ Rent/Temporary Housing (Rental Subsidy and Back Rent)
- ✓ Utility Setup/Assistance
- ✓ Pre-Tenancy Services
- ✓ Community Transitional Supports (CTS)
- ✓ Tenancy Sustaining Services
- ✓ Housing Transition and Navigation Services

Transportation to Enhanced HRSN Nutrition Services

- ✓ Nutrition Counseling and Education
- ✓ Medically Tailored Meals - *If not delivered to primary residence*
- ✓ Medically Tailored or Nutritionally Appropriate Food Prescriptions
 - Food Box - *If not delivered to primary residence*
 - Nutrition Vouchers
- ✓ Fresh Produce and Non-perishable Groceries (Pantry Stocking) - *If not delivered to primary residence*
- ✓ Cooking Supplies



Transportation to HRSN Related Activities

- ✓ Existing Benefits Programs (SNAP, TANF, WIC, etc.)
- ✓ Applications (DMV, Background Check, DSS, Vital Records, Sheriffs ID)
- ✓ Legal Assistance (Legal Aid)
- ✓ Court, Probation, Parole, Order of Protection Appointments
- ✓ Apply for/drop off job applications, if an application is not offered online
- ✓ Employment (Basic Skills Training Program, Supported Employment Program, Job Center) - *Not for daily transportation to/from work or an employment program*
- ✓ Education & Training (Education Service, Basic Skills Training Program, Adult Learning Center) *Not for daily transportation to/from class*
- ✓ *Pre-Licensing Course, Road Test*
- ✓ *Driving Lessons – Once per week*
- ✓ Childcare Classes or Parenting Classes
- ✓ Education & Support for Chronic Conditions
- ✓ Grocery Stores, Food Pharmacies, Farmer's Markets, Mobile Markets – *Once per week*
- ✓ Food Bank, Pantry, or Soup Kitchen – *Once per week*
- ✓ Interpersonal Violence Resources (Intimate Partner Violence Service, Victim Advocate Program)
- ✓ Shopping for clothes
- ✓ Laundromat

Please reach out to Katie Blaine, NPS –
Transportation,
kblaine@carecompassnetwork.org
if an activity should be added to this list.

Unallowable Transportation

x Enhanced HRSN Related Activities

- Behavioral Health
- Healthcare Provider(s)
- Pharmacy
- School or College
- Job Interview
- Work



x Enhanced HRSN Nutrition Service

- Medically Tailored Meals - *If delivered to primary residence*
- Clinically Appropriate Home Delivered Meals
- Medically Tailored or Nutritionally Appropriate Food Prescriptions
 - Food Boxes - *If delivered to primary residence*
- Fresh Produce and Non-perishable Groceries (Pantry Stocking) - *If delivered to primary residence*

In general, transportation should not be utilized for daily activities.

Ongoing Transportation Support

Qualified Member Examples:

Transportation + Employment Need:

- Transportation may be used for engaging with a job coach/developer, visiting a job center, and attending a job fair over the course of several months.

Transportation Need for a Driver's License:

- Transportation may be used to fill out an application at the DMV, get to the pre-licensing course, and attend driving lessons over the course of several months.

Transportation + Housing Need:

- Transportation may be used to meet with an Enhanced HRSN Housing Service Provider for assistance completing a rental application, negotiating lease agreements, and preparing for and attending tenant interviews under Pre-Tenancy Services.

Transportation + Nutrition Need:

- Transportation may be used to get a grocery store to utilize SNAP benefits *and* access Fresh Produce and Non-perishable Groceries (Pantry Stocking).*

**Members can participate in federally funded programs (SNAP or WIC) and still be eligible for HRSN nutrition services if they meet HRSN nutrition service eligibility criteria.*



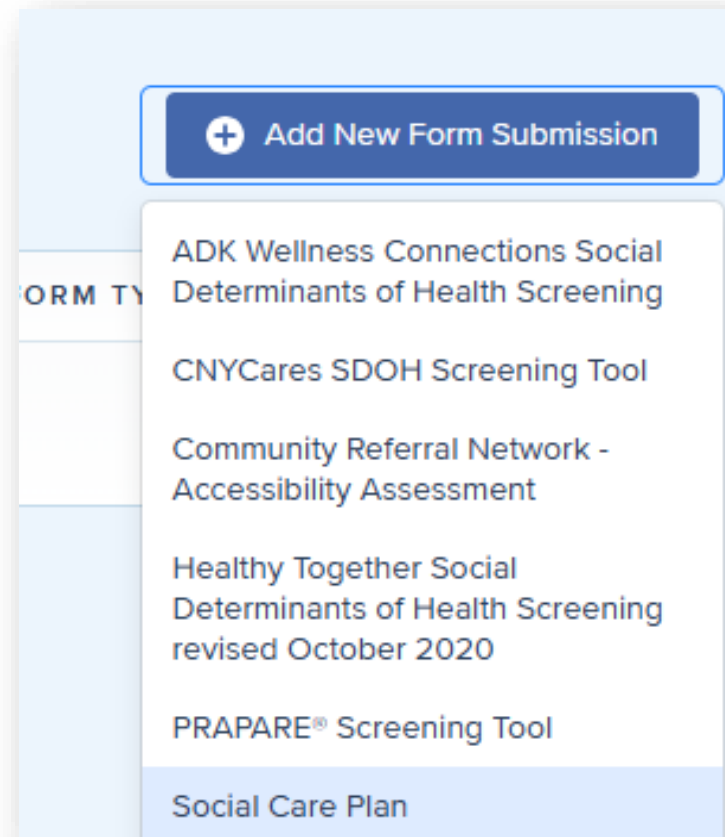
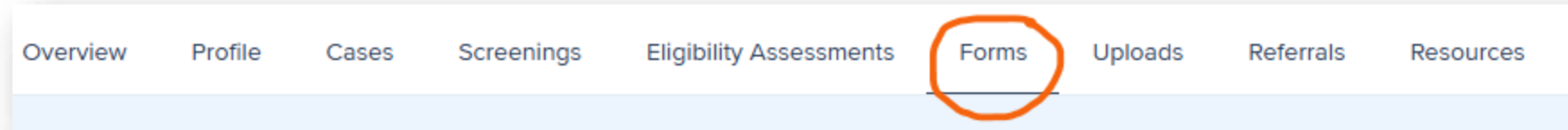
Transportation and the Member's Social Care Plan

Transportation and the Member's Social Care Plan

The Member's need for transportation must be documented in their Social Care Plan by the Social Care Navigator. The Social Care Plan should include:

- ✓ Transportation needs (e.g., distance, preference based on the HRSN service the Member is seeking)
- ✓ Goals for the Member to address their HRSNs
- ✓ Details of HRSN referral
- ✓ For more information, please see pgs. 92-94 SCN Program, Billing, and Data Governance Operations Manual,
https://www.health.ny.gov/health_care/medicaid/redesign/sdh/scn/docs/operations_manual.pdf

How to create the Social Care Plan in Unite Us



Social Care Plan: Select Member's Transportation Goals

Transportation

Select Member's first Transportation Goal:

Choose...

|

Obtain Reliable Transportation: Access affordable and dependable transportation.

Utilize Public Transportation: Apply for and use public transit options.

Secure Private Transportation: Access private transport services as needed.

Ensure Transportation Security: Maintain safe and secure transportation access.

Afford Transportation Expenses: Manage costs related to transportation.

Social Care Plan: Note Accessibility Needs

Note the Member's accessibility needs such as:

- If the Member is unable to travel or wait for services alone.
- If the Member has a physical, cognitive, mental, or developmental limitation that may impact their transportation needs.
- If the Member need additional transportation assistance (ie. Ranging from help getting into a vehicle to ambulette services)

Transportation

Accessibility needs:

Social Care Plan: Transportation Options to Select

Transportation

Enhanced Care Management - Direct Interventions

- ☐ Assist with application for automobile share program
- ☐ Assist with application for bicycle share program
- ☐ Assist with application for fuel voucher program
- ☐ Assist with application for microtransit program
- ☐ Assist with application for Non-Emergency Medical Transportation program
- ☐ Assist with application for paratransit program
- ☐ Assist with application for public transportation voucher program
- ☐ Assist with application for rideshare program
- ☐ Assist with application for taxi voucher program
- ☐ Assist with application for transportation network company program
- ☐ Assist with application for vehicle donation program
- ☐ Assist with application for vehicle repair program
- ☐ Assist with application for volunteer driver program

Other (describe)

Enhanced Care Management - Referrals

- ☐ Connect to public transportation voucher program
- ☐ Connect to rideshare program
- ☐ Connect to taxi voucher program
- ☐ Connect to transportation support program

Other (describe)

HRSN Enhanced Services

- ☐ Provision of transportation related to care management (private transportation, public transportation, HRSN Services only)

Other (describe)

Social Care Plan: Transportation Goal Status

Member goals can be updated in the Social Care Plan.

Transportation


Select Member's first Transportation Goal: ^

Utilize Public Transportation: Apply for and use public transit options. x ▾

TRANSPORTATION Goal 1 – Goal Status *

Completed x ▾

TRANSPORTATION Goal 1 – Date Goal Achieved *

07/07/2025 



Enhanced HRSN Transportation Referrals: Social Care Navigation

Transportation Referrals: Questions and Considerations

- ✓ What service(s) does the Member need transportation to and from and why.
- ✓ What day(s) and time(s) does the Member need transportation, if known.
- ✓ Will the Member's qualified caregiver or guardian be utilizing transportation on behalf of the Member?
- ✓ Is the Member an eligible child that will be traveling with an ineligible adult?
- ✓ Is the Member an eligible adult who will be traveling with an ineligible child?
- ✓ Are there multiple Member's being transported from the same location?
- ✓ Is the Member able to travel or wait for services alone?
- ✓ Does the Member have a physical, cognitive, mental, or developmental limitation that may impact their transportation needs?
- ✓ Does the Member need additional transportation assistance that impacts the mode of transportation (i.e. ranging from help getting into a vehicle to ambulette services)?

REFERRAL DESCRIPTION •

❗ Only include personally identifiable information (PII), protected health information (PHI), or other sensitive information if it is necessary to provide services to the client.

Member receives SNAP benefits and aware of food pantry resources, but limited income. Member expresses safety concerns with public transportation and due to limited mobility with using a walker. Member requesting assistance with paying for private transportation to utilize SNAP benefits and/or obtain more food through pantry if needed.

Enhanced Care Management and HRSN Related Activities Referrals

Following the Eligibility Assessment, Unite Us will display specific enhanced HRSN housing and/or nutrition services Members are eligible to receive.

Unite Us will not display Member eligibility for *enhanced HRSN care management services and/or HRSN related activities*.

Through the Eligibility Assessment and conversations with the Members, *Navigators are empowered* to refer Members to enhanced care management services (meet with the Navigator/Care Manager) and HRSN related activities (see slide 23 for list of activities).

Client May Be Eligible

The client is eligible for the following enhanced health-related social need (HRSN) programs. Add social care coverage to connect them with these resources.

- Clinically Appropriate Meals (*Food*)
- Medically Tailored Meals (MTM) (*Food*)
- Cooking Supplies (*Food*)
- Nutritional Counseling and Education (*Food*)
- Community Transitional Supports (*Housing/Utilities*)
- Home Remediation Assistance (*Housing/Utilities*)
- Home Remediation Assistance: Space Heater (*Housing/Utilities*)
- Housing Transition and Navigation Services (*Housing/Utilities*)
- Pre-tenancy Services (*Housing/Utilities*)
- Tenancy Sustaining services (*Housing/Utilities*)
- Utility Payment Assistance (*Housing/Utilities*)
- Rent/Temporary Housing Rent Payment Assistance (*Housing/Utilities*)
- Rent/Temporary Housing Rent Payment Assistance - Four Bedroom Unit (per month) (*Housing/Utilities*)
- Utility Activation Payment (*Housing/Utilities*)
- Utility Arrears Payment (*Housing/Utilities*)
- Private Transportation (*Transportation*)
- Public Transportation (*Transportation*)

Add Social Care Coverage

Referral Decision Tree

Member's Transportation Need

SCN Program

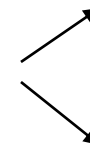
SCN Service Type

Member needs transportation to Enhanced Care Management (Meet with the Navigator)



Private Transportation –
Care Management – Southern Tier

Public Transportation –
Care Management – Southern Tier



Ride Coordination
(Reimbursed at \$17.50 per 15 minutes)

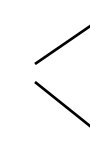
Transportation Expense Assistance
(Reimbursed by transportation mode)

Member needs transportation to HRSN Services & Activities (housing, nutrition, and/or HRSN related activities)



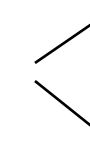
Private Transportation –
HRSN Service Only – Southern Tier

Public Transportation –
HRSN Service Only – Southern Tier



Ride Coordination
(Reimbursed at \$17.50 per 15 minutes)

Transportation Expense Assistance
(Reimbursed by transportation mode)



Ride Coordination
(Reimbursed at \$17.50 per 15 minutes)

Transportation Passes/Vouchers
(Reimbursed by bus pass/voucher)

Conflicts of Interest (COI) Plan Referral Considerations

The purpose of the COI Plan is to ensure that Social Care Networks operate in the Member's best interest. It is important that program eligibility determination and navigation are separated from enhanced HRSN service delivery. Organizations that provide both Social Care Navigation and enhanced HRSN services (housing, nutrition, and/or transportation) must:

- ✓ Submit referrals as a “**batch**” referral to all organizations providing the enhanced HRSN service within the Network and allow 24 hours for another organization providing the enhanced HRSN service to accept the referral.
- ✓ Referrals not accepted by another organization **after 24 hours may be accepted** by the organization of the Social Care Navigator to ensure timely provision of service to Members. The Social Care Navigator must clearly document this within Unite Us.
- ✓ If a **Member expresses a preference for receiving** eligible enhanced HRSN services from the organization in which the Social Care Navigator is employed, the Navigator may issue an **internal** referral, known as an **internal case**, and must clearly document the Member's preference in the Member's case notes in the **internal case** within Unite Us.
- ✓ **As a best practice, the HRSN Service Provider receiving the internal case should also document that the internal case was received via Member choice in Unite Us.**

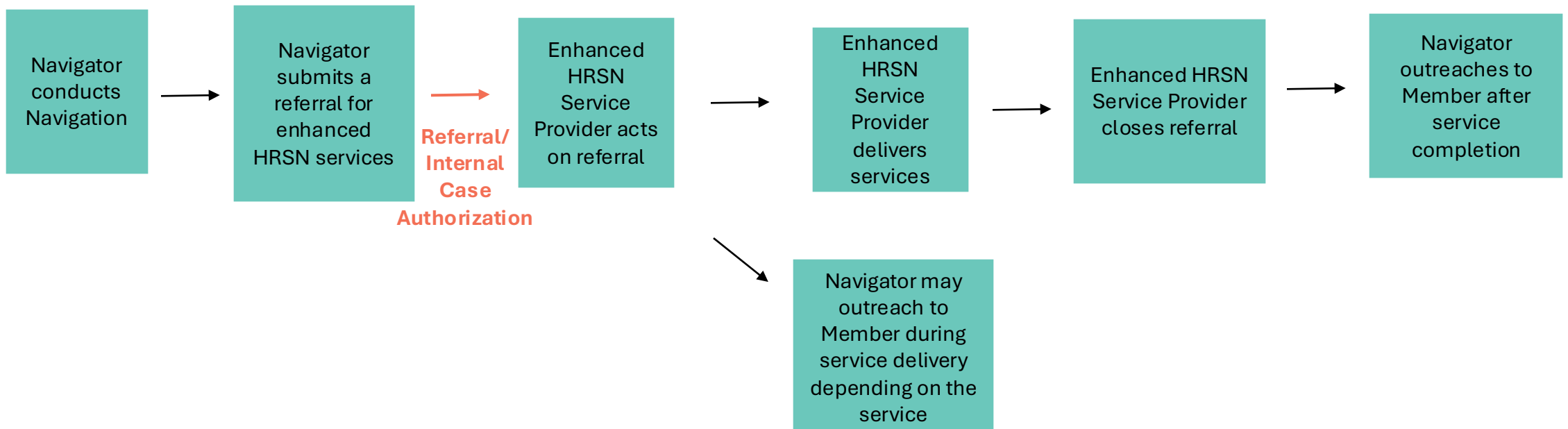


**Enhanced HRSN
Transportation
Referrals:
Transportation
Service Provider**

Referral Process

Referrals are made by Social Care Navigators to Enhanced HRSN Service Providers

The process from the initial referral through service completion and referral closure is below:



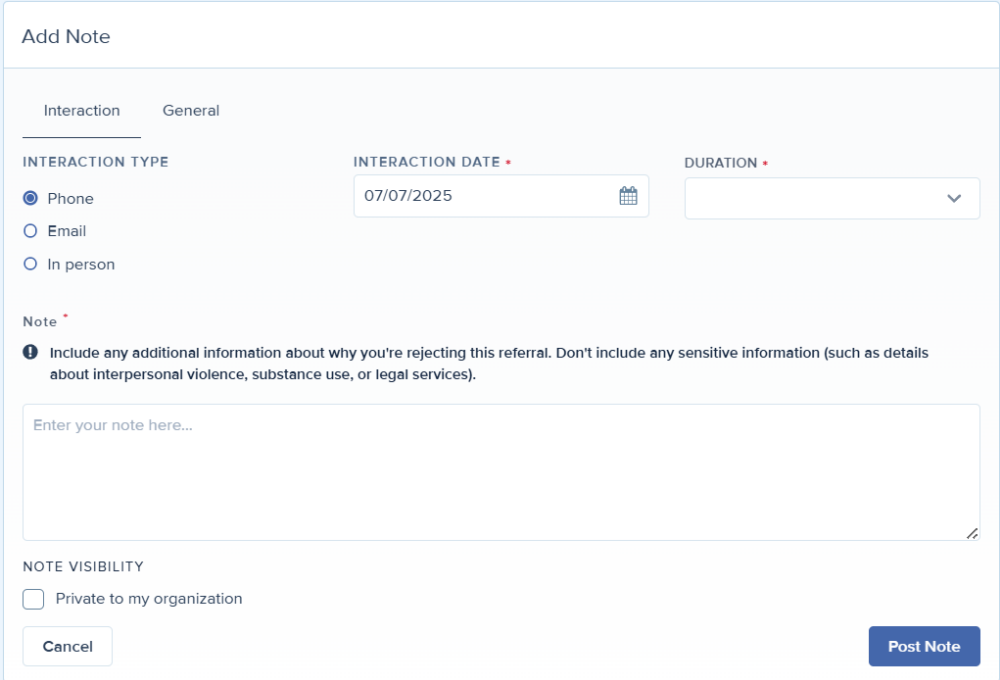
Referral Acceptance and Member Outreach

Enhanced HRSN Services Providers are expected to outreach to Members *three (3) times within five (5) business days* across multiple modalities.

Each attempted outreach should be noted in Unite Us.

Outreach done *prior to accepting a referral* should be noted in a case note on the Member's overview.

Any outreach that occurs *after the referral has been accepted* should be noted within the transportation case in Unite Us.



The screenshot shows the 'Add Note' form in the Unite Us system. The form has two tabs: 'Interaction' and 'General'. The 'Interaction' tab is active. It contains the following fields:

- INTERACTION TYPE:** Radio buttons for 'Phone' (selected), 'Email', and 'In person'.
- INTERACTION DATE:** A date picker showing '07/07/2025'.
- DURATION:** A dropdown menu.
- Note:** A text area with a placeholder 'Enter your note here...'. Above the text area is a warning icon and text: 'Include any additional information about why you're rejecting this referral. Don't include any sensitive information (such as details about interpersonal violence, substance use, or legal services).'
- NOTE VISIBILITY:** A checkbox labeled 'Private to my organization'.
- Buttons:** 'Cancel' and 'Post Note'.

COI Plan: The HRSN Service Provider receiving an internal case from a Navigator at their organization should document that the internal case was received via Member choice in Unite Us.

Service Provider Learns of Additional Member Needs

If the HRSN Service Provider learns of another unmet health related social need (HRSN) during service delivery that was not identified during the initial screening, **the HRSN Service Provider should directly outreach to the** Member's Social Care Navigator via phone, email, or directly in Unite Us by selecting "message care team" and selecting the name of the Social Care Navigator.

The Service Provider can find the Social Care Navigator's contact information on the Member's overview tab under "Care Coordinator" and in the Member's Social Care Plan.

The Social Care Navigator to may re-screened the Member and navigated them to additional services if the Member is eligible.

Care Team

Add Care Team Member

Care Coordinator

Monica Christian

CCC - Demo Care Navigation

mchristian@carecompassnetworkdemo.org

Collaborating Providers & Network Entities

Social Care Navigator (Primary Contact)

Organization Name

Care Compass Collaborative

Navigator Name

Monica Christian

Navigator Phone Number

(607)-240-2574

Navigator Email

mchristian@carecompassnetwork.org



Service Delivery and Reimbursement

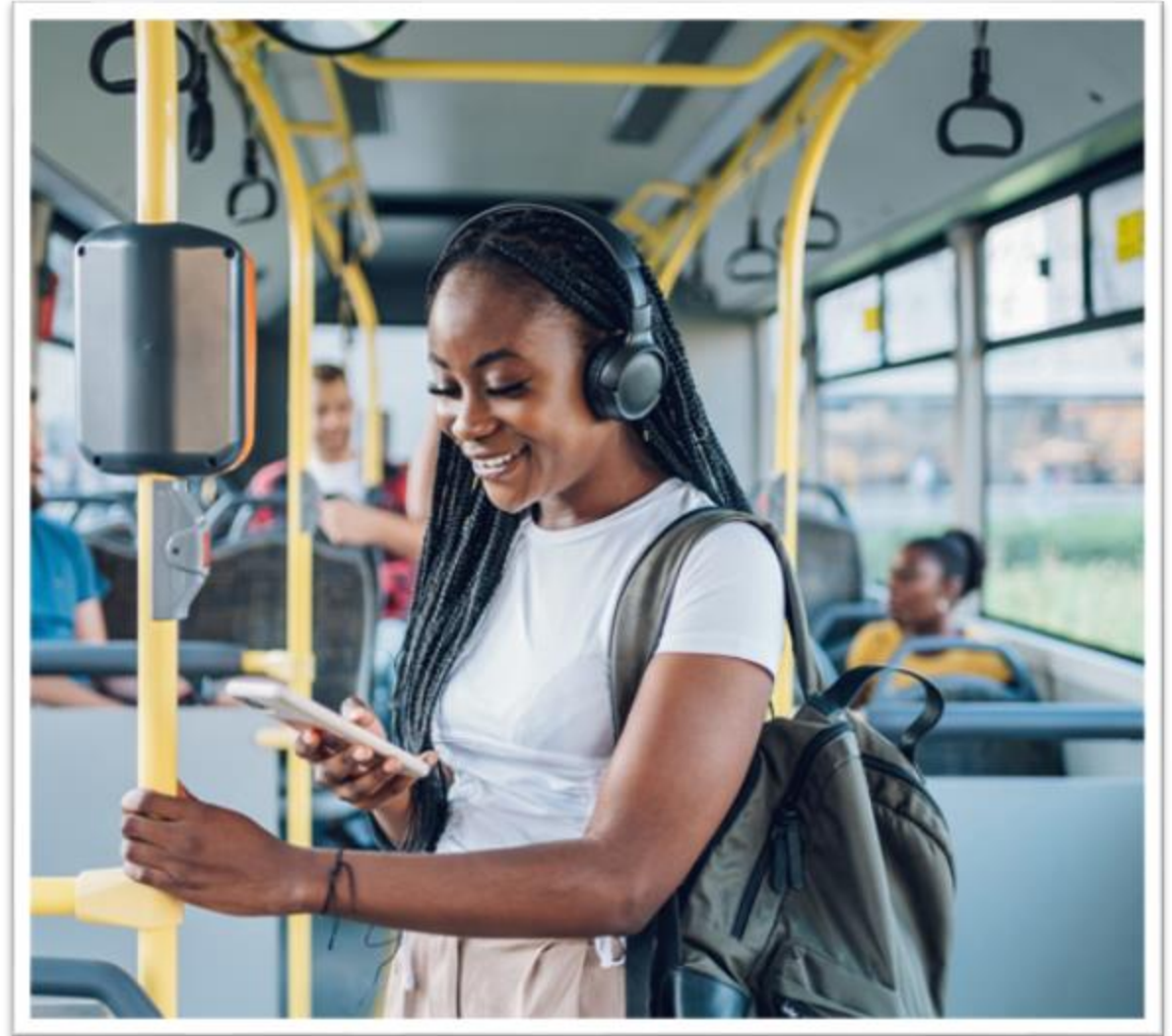
Enhanced HRSN Transportation Services

Transportation Coordination

Transportation

- Taxi
- Livery:
 - Volunteer Drivers
 - Service Provider Vehicles
- Rideshare/Transportation Network Company (TNC)
- Public Transportation

NYHER does not reimburse for the use of carshare, bikeshare, or fuel cards.



Transportation Reimbursement: Coordination

Transportation Coordination: Coordinating transportation on behalf of the Member.

Reimbursement: Transportation coordination is reimbursed at \$17.50 for every 15 minutes spent with a Member. Unite Us will ask that invoice documentation be attached. In lieu of an invoice, please attach a statement on your organization's letterhead explaining the reason for ride coordination and the amount requested.

Examples of transportation coordination:

- Coordinating volunteer driver transportation and communicating that information to the Member.
- Determining the bus route the Member will take and helping the Member use public transit (e.g. where the bus stop is located, how to flag the bus, etc.).

There may be instances when a Member has been referred for transportation services but no longer has a transportation need. The Service Provider may invoice for the time spent with the Member and should document the reason why transportation services are no longer needed (ex. Member received a bus pass from an organization outside of the SCN) in the referral.

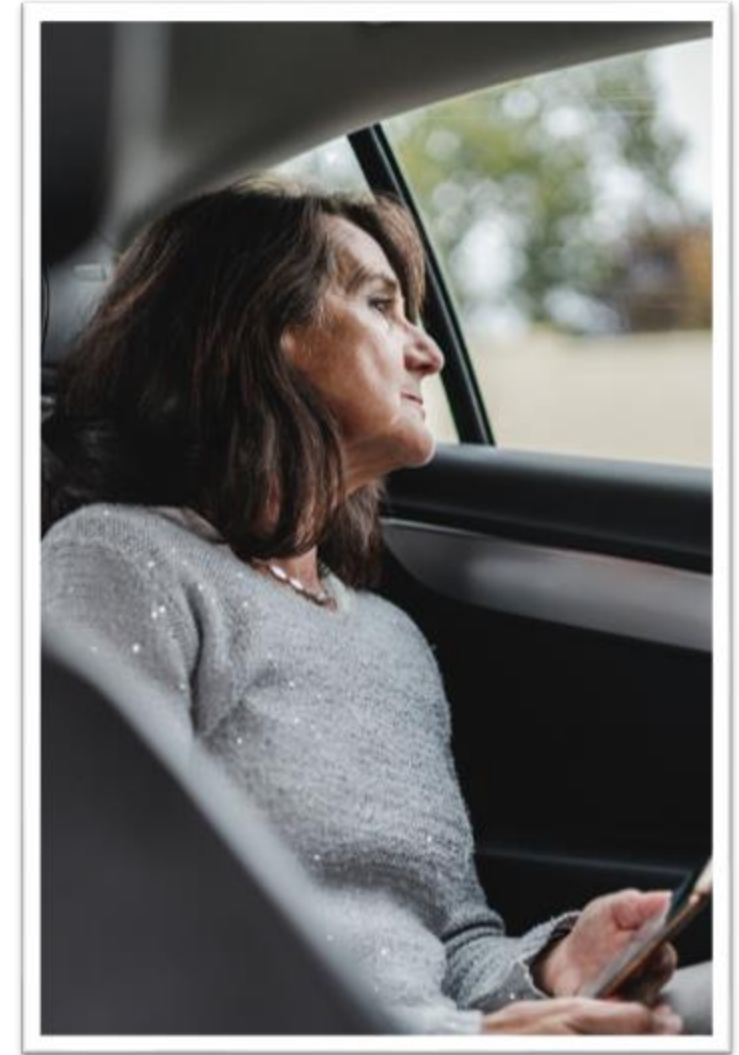
Transportation Reimbursement: Taxi



- ✓ Service Providers are reimbursed for the amount listed on the taxi provider's invoice for the Member's trip.
- ✓ Service Providers schedule transportation with the taxi company on behalf of the Member.
Members should not schedule their own transportation.
- ✓ Attach the taxi invoice to the Unite Us Contracted Service *before* submitting for invoice administrator review and approval.
- ✓ Redact information listed on the invoice that is not related to the Member's trip (ie. Names of other individuals and dollar amounts of other trips).

Transportation Reimbursement: Volunteer Drivers

- ✓ See next slide for Volunteer Driver Vehicle reimbursement table.
- ✓ Include the Google map link in the Unite Us Contracted Service detailing the distance traveled from the volunteer driver's residence and back to their residence while transporting scheduled SCN Member *before* submitting for invoice administrator review and approval.



Transportation Reimbursement: Volunteer Drivers

County	Base Fee (County of Trip Origin)		*Mileage Reimbursement Rate
	One-Way	Round-Trip	
Broome	\$8.07	\$16.14	Mileage is reimbursed at the IRS mileage reimbursement rate for the distance traveled from the volunteer driver's residence and back to their residence while transporting scheduled SCN Members.
Chenango	\$9.07	\$18.14	
Delaware	\$9.24	\$18.48	
Otsego	\$9.25	\$18.50	
Tioga	\$10.72	\$21.44	
Tompkins	\$9.11	\$18.22	


*The miles a volunteer travels without a Member in their vehicle, known as unloaded miles, are capped at **20 one-way**. Mileage should be calculated as fractional units to the tenth of a mile.

Transportation providers using volunteer drivers should not bill SCN Lead Entities for volunteers' time spent transporting Members but may bill for other costs associated with providing HRSN Transportation services (e.g., gas, if volunteers are not provided a per mile rate).

Family members of a Member receiving transportation services cannot provide transportation to the Member as a volunteer driver for a transportation service provider.

Transportation Reimbursement: Service Provider Vehicles

- ✓ See next slide for Service Provider reimbursement table.
- ✓ Attach the *Service Provider Transportation Calculator* to Unite Us invoice *before* submitting for invoice administrator review and approval.



Enhanced HRSN Transportation
Service Provider Transportation Calculator

Tioga County Reimbursement				
County	Base Fee (County of Trip Origin)		Loaded Mileage Reimbursement Rate	
	One-Way	Round-Trip	Car/Van (Curb-to-Curb)	Ambulette (Door-to-Door)
Tioga	\$10.72	\$21.44	\$2.34	\$3.00

One-Way Mileage					
	Base Fee	Select Car/Van or Ambulette	Mileage Reimbursement	Enter Loaded Mileage	Total
Member 1	\$10.72	Car/Van	\$2.34	0.0	\$0.00
Member 2	\$10.72	Ambulette	\$3.00	0.0	\$0.00
Member 3	\$10.72	Car/Van	\$2.34	0.0	\$0.00
Member 4	\$10.72	Ambulette	\$3.00	0.0	\$0.00
Total					\$0.00
Map Link:					

Round-Trip Mileage					
	Base Fee	Select Car/Van or Ambulette	Mileage Reimbursement	Enter Loaded Mileage	Total
Member 1	\$21.44	Car/Van	\$2.34	0.0	\$0.00
Member 2	\$21.44	Ambulette	\$3.00	0.0	\$0.00

*Loaded miles are those miles during which a Member occupies the vehicle.
~Service Providers must have ambulette capabilities.

Instructions

- 1) The 'County Reimbursement' table is a reference and is used to calculate amounts in the 'One-Way Mileage' and 'Round-Trip Mileage' tables. **Do not delete.**
- 2) There are four Members listed in the 'One-Way Mileage' and 'Round-Trip Mileage' tables, add or delete Members as needed.
- 3) If you delete Members, you will need to delete the base fee otherwise that base fee will calculate in the total.
- 4) In **Column C**, you will select either 'Car/Van' or 'Ambulette.'
- 5) **Column D** will populate the reimbursement rate associated with either 'Car/Van' or 'Ambulette.'
- 6) In **Column E**, you will enter the number of miles calculated to the tenth of a mile.
- 7) **Column F** will calculate the total 'Base Fee' plus 'Car/Van' or 'Ambulette' mileage.
- 8) Duplicate concurrent mileage is not reimbursable. Service Providers who transport more than one Member at the same time in the same vehicle and who are reimbursed for passenger-laden mileage should claim only for the actual number of miles from the first pick-up of a Member to the destination and drop-off of the last Member.
Example: Member 1 and Member 2 live along the same route in Broome County.

> Member 1 gets picked up and travels 10 miles. There is a \$8.07 base fee, plus 10 loaded miles reimbursed at \$1.80 per mile, for a total of \$18.00. The total reimbursement for Member 1 is \$26.07

Transportation Reimbursement: Service Provider Vehicles

County	Base Fee (County of Trip Origin)		*Loaded Mileage Reimbursement Rate	
	One-Way	Round-Trip	Car/Van	~Ambulette
Broome	\$8.07	\$16.14	\$1.80	\$4.50
Chenango	\$9.07	\$18.14	\$1.98	\$3.00
Delaware	\$9.24	\$18.48	\$2.03	\$3.00
Otsego	\$9.25	\$18.50	\$2.02	\$3.00
Tioga	\$10.72	\$21.44	\$2.34	\$3.00
Tompkins	\$9.11	\$18.22	\$2.00	\$3.00

*Loaded miles are those miles during which a Member occupies the vehicle. Mileage should be calculated as fractional units to the tenth of a mile.

~Ambulette or paratransit vehicles are a special-purpose vehicle designed and equipped to provide non-emergency transport, that has wheelchair-carrying capacity, stretcher-carrying capacity, or the ability to carry disabled individuals. (Source: [NYS Medicaid Transportation Policy Manual](#)).

* Service Providers must have ambulette capabilities and the Member must utilize a wheelchair. The SCN does not cover stretcher ambulette service.

Transportation Reimbursement: Service Provider Vehicles

Transporting More than One Member/Rides Grouped by Transportation Provider

Enhanced HRSN Transportation Service Providers who transport more than one Member at the same time in the same vehicle and who are reimbursed for passenger-laden mileage should claim only for the actual number of miles from the first pick-up of a Member to the destination and drop-off of the last Member.

Example:

Member 1 and Member 2 live along the same route in Broome County.

- Member 1 gets picked up and travels 10 miles. There is a \$8.07 base fee, plus 10 loaded miles reimbursed at \$1.80 per mile, for a total of \$18.00. The total reimbursement for Member 1 is \$26.07.
- Member 2 is picked up and travels seven miles. While there is a \$8.07 base fee, the seven loaded miles duplicate concurrent mileage is reimbursed under Member 1.

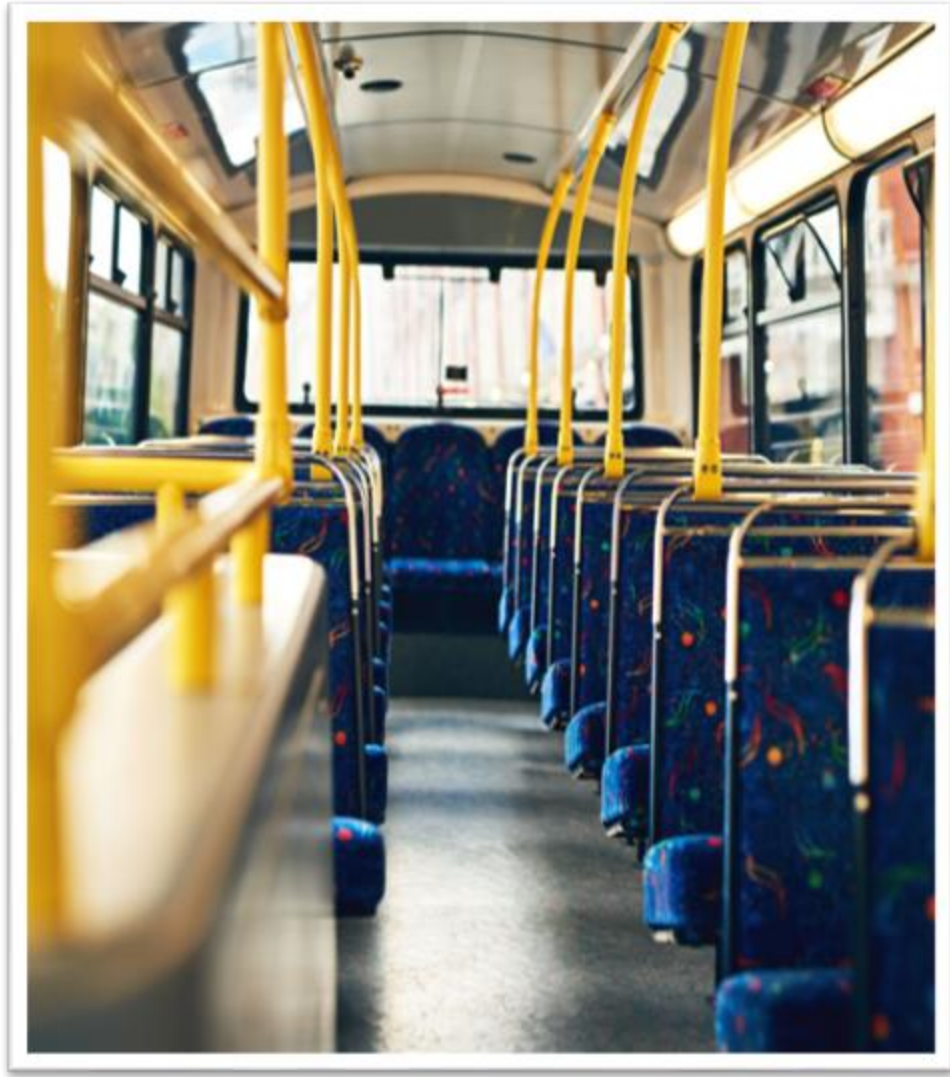
Service Providers should utilize Care Compass Collaborative's Enhanced HRSN Transportation Service Provider Transportation Calculator calculate mileage.

Transportation Reimbursement: Rideshare/TNC

- ✓ Service Providers are reimbursed for the total listed on the rideshare or TNC provider invoice for the Member's trip.
- ✓ Service Providers schedule transportation with the rideshare/TNC company on behalf of the Member.
Members should not schedule their own transportation.
- ✓ Attach rideshare or TNC invoice to the Unite Us Contacted Service *before* submitting for invoice administrator review and approval.
- ✓ Redact information listed on the invoice that is not related to the Member's trip (ie. Names of other individuals and dollar amounts of other trips).



Transportation Reimbursement: Public Transportation



- ✓ Bus passes are *reimbursed per the cost of the bus pass* distributed to the Member.
- ✓ Service Providers can *issue multi-ride or monthly bus passes rather than a single ride bus pass* if the Member needs transportation to multiple appointments or services throughout the week or over the course of several weeks or months. Make sure to *document the Member's need* in the contracted service notes.
- ✓ If purchasing bus passes in bulk, *save and file the transit provider's invoice* in case of an audit.
- ✓ Bus passes are *reimbursed based on the last usage date of the pass*. For instance, if a 31-day bus pass was issued to a Member with the service dates of 7/1-7/31, then the Service Provider can invoice for the pass starting on 8/1.
- ✓ *Bus passes can be mailed to Member's primary residence*. If bus passes are mailed, provide a copy of the envelope with the stamp and the Member's address along with the copy of the bus passes (see next bullet).
- ✓ Attach a copy of both sides of the bus pass along with the cost of the bus pass (if not listed on the pass) to the Unite Us Contracted Service *before* submitting for invoice administrator review and approval.

Transportation Service Unsuccessful: Member "No Shows"

- Transportation Service Providers (volunteer drivers and service provider vehicles) should wait **at least 15 minutes** after the scheduled pick-up time before “no-showing” the Member at the pick-up location.
- The service provider will document if a Member “no-shows” in the Member's case notes within the Unite Us referral or internal case.
- If Member "no shows" become a chronic problem, Service Providers should input a note in the Member's overview section in Unite Us. Service Providers may wish to reach out to the Navigator who may be able to provide additional support to help the Member show up.
- If a Member “no shows,” then the Service Provider is **unable to be reimbursed**.
- **Service Providers are encouraged to give the Member three "no shows" prior to declining to work with them.** However, Care Compass recognizes that a Service Provider may wish to decline working with a Member on a case-by-case basis for a variety of reasons.
 - If a Service Provider declines to work with a Member, after one-or-two "no shows" or for another reason, they need to reach out to Katie Blaine, Network Performance Specialist for Transportation at kblaine@carecompassnetwork.org to discuss the reasoning.
 - If the Service Provider would like to continue to work with a Member beyond three "no shows," they may do so. A note should be made in the Member's overview section in Unite Us.

Unite Us Transportation Cases and Invoices

- ✓ You will not be able to reopen a case or submit contracted service notes after closing a case.
- ✓ Keep cases open until you ensure that all invoices have been accepted and paid out. You can leverage the tasks function to help you remember.
- ✓ Make sure that you describe the work you have done in a way that justifies the amount listed and will be understood by your invoice administrator and Care Compass.



Katie Blaine
Network Performance Specialist for
Transportation
Kblaine@carecompassnetwork.org

