


CHAPTER: 8	SECTION: 14	SUBJECT: Environment of Care
TITLE: Transporting Consumers		
EFFECTIVE DATE: 12-15-95	REVISED DATE: 1/7/99, 8/1/03, 5/3/05, 12/6/05, 2/20/07, 1/16/12, 2/13/13, 6/24/14, 5/13/16, 4/30/17, 1/24/19, 9/4/19; 9/30/20, 11/09/21, 01/24/23, 11/23/2023	
ISSUED AND APPROVED BY:  <p style="text-align: center;">EXECUTIVE DIRECTOR</p>		

I. PURPOSE:

To establish policy and procedures for the transportation of consumers.

II. APPLICATION:

To all Community Mental Health of Ottawa County (CMHOC) operated and contracted services and supports.

III. DEFINITIONS:

N/A

IV. POLICY:

It is the policy of CMHOC to transport agency consumers to and from the beneficiary's place of residence and approved service sites so a beneficiary may participate in specified Medicaid covered services. Use of an agency vehicle is required when staff transport consumers.

V. PROCEDURE:

- A. According to the Ottawa County Driver's License Policy (HR Policy), all employees who drive a vehicle in the course of their employment with Ottawa County shall maintain a valid Michigan driver's license throughout the term of their employment. A valid Michigan driver's license shall be defined to include a license not suspended, revoked, expired, restricted in hours, geographic, or purpose for which a vehicle may be driven or under a warning letter issued by the Secretary of State. Any employee, who drives in the course of his/her employment as defined above, who fails to maintain a valid Michigan driver's license, shall report this information to the Human Resources Director in writing immediately.
- B. As the payer of last resort, CMHOC will ensure that the following transportation funding streams have been utilized.
 - Medicaid Health Plans (MHPs) are responsible for assuring their enrollees' transportation to the primary health care services provided by MHPs, and to (non-mental health) specialists and out-of-state medical providers.
 - The Department of Health & Human Services (DHHS) is responsible for assuring transportation to medical appointments for Medicaid beneficiaries not enrolled in MHPs; and to dental, substance abuse, and mental health services (except those noted above and, in the Habilitation/Supports Waiver (HSW) program described in the Habilitation/Supports Waiver for Persons with

Developmental Disabilities Section of the Medicaid Provider Manual) for all Medicaid beneficiaries.

- Refer to the local DHS or MHP for additional information, and to the Ambulance Chapter of the Medicaid Provider Manual for information on medical emergency transportation.
 - PIHP's payment for transportation should be authorized only after it is determined that it is not otherwise available (e.g., DHS, MHP, volunteer, family member), and for the least expensive available means suitable to the beneficiary's need.
- C. Staff will annually be required to attest that they have a valid unrestricted driver's license as part of their yearly performance evaluation.
- D. Annually, the Ottawa County Sheriff's Department will check the driving records of all staff who transport consumers. Any issues (findings) will be brought to the attention of the staff's supervisor and the Executive Director, or his/her designee, for a decision on further action.
- E. Staff members that drive lift vans, transport consumers who require their wheelchair to be locked down using tie downs or transfer consumers from a wheelchair to a regular seat must attend the CMHOC class "Safe lifts and transfers" prior to transporting consumers in this category.
- F. Staff must maintain a safe driving record during their employment with CMHOC. Staff are added by Ottawa County HR to My Driving Record with the State of Michigan via the Secretary of State's Office upon hire. When driving a county vehicle, any employee who fails to report a driver license status change, accident or traffic violation shall be subject to disciplinary action up to and including termination of employment. This determination will be made on a case-by-case basis, depending on the specific circumstances.
- F. Agency consumers may be transported by staff of CMHOC under conditions listed above, and if the agency consumer is accompanied by their parent/another adult designated by their parent or the parent/guardian provides consent.
- G. Dialing or talking on a cell phone while driving minimizes your ability to respond to road hazards and may distract you from driving safely. Though CMHOC expects you to use cell phones sparingly while operating county-owned vehicles, it is recognized that there may be times when cell phone use is necessitated. If doing so, find a safe place to stop the vehicle before using your cell phone.

VI. ATTACHMENT:
CMHOC Vehicle Guidelines

VII. REFERENCE:
The Michigan Department of Health and Human Services Standards for Community Mental Health Services, Ottawa County Human Resources Employee Driver's License Policy, MDHHS Administrative Rules, and the CARF Manual.