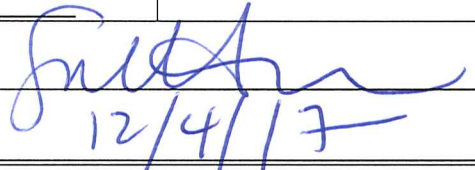
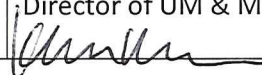


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Subject: Direct Referral to Detox/Residential Transportation		Accountability: UM/Clinical/SUD	Effective Date: 11/10/17	Pages: 4	
Overarching Policy: Transportation to SUD Treatment			Last Reviewed Date: 11/10/17	Past Reviewed Dates:	
LINE OF BUSINESS: <input type="checkbox"/> Specialty Waiver (B/C) <input type="checkbox"/> 1115 Waiver <input type="checkbox"/> Healthy Michigan <input type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> SUD Block Grant <input type="checkbox"/> OTHER: _____		APPLICATION: <input checked="" type="checkbox"/> SWMBH Staff and Ops <input type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH / DD providers <input type="checkbox"/> Other: _____		Last Revised Date:	Past Revised Dates:
Approved : 			Required Reviewer: Chief Clinical Officer Director of UM & ME		
Date: <u>12/4/17</u>			 <u>CarSW 12/7/17</u>		

I. Purpose

This procedure establishes a role responsibility, authorization and arrangement process for substance use disorder (SUD) transportation service that ensures medical necessity of the service.

II. Scope

The scope of this procedure covers transportation service to SUD detoxification and residential services. Transportation assistance is meant to reduce barriers to participation in treatment and recovery services; it is not intended cover 100% of the transportation costs for every consumer. All other transportation options must be exhausted before Southwest Michigan Behavioral Health (SWMBH) funding can be requested. Authorization and use of transportation would be individualized based on consumer need and as a supplement to other natural supports and community resources the consumer has access to, or that the provider has facilitated. Exploration of the customer's alternatives for transportation assistance to detox/residential services, and demonstrated need for assistance, will be documented in the customer's record.

III. Procedural Steps

A. SWMBH Arranged Transportation

1. A SWMBH Care Manager may arrange transportation to a detox/residential provider when:
 - a. The customer is a priority population (pregnant, IV user, etc.), regardless of whether they are open to an outpatient SUD provider
 - b. The customer is not currently open to an outpatient SUD provider and is directly referred to detox/residential
 - c. If the customer is involved with an outpatient SUD provider, but waiting for the provider to arrange for transportation is not in the best interest of the customer

B. Process for Arrangement and Payment of Transportation

1. Upon completion of the phone screen and referral to treatment, verify and document that the customer has no other means of transportation to the treatment facility
2. Determine the method of transportation that will be utilized

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3. Complete the initial fields in the Consumer Transportation Request (CTR) form
4. Obtain the method of payment to be used (Outlined under Section E: Obtaining Payment Methods”, of this procedure)
5. Purchase the bus or train ticket and/or arrange payment for taxi travel

C. Purchasing a Bus or Train Ticket

1. Provide the customer’s first and last names to the ticket office
2. Provide the departing city and destination city for the ticket, along with the time for departure
3. **Do not** provide SWMBH’s name, but SWMBH address and clinician’s may be provided
4. Purchase a **refundable** one way ticket
5. Provide the ticket office with the customer’s “Password” determined between the authorizing clinician and customer, as applicable
6. Obtain the confirmation number for the ticket
7. Verify the hours and location of the bus or train station office, as the customer may need to get the ticket the same day before they close.
8. Verify what the customer needs to bring to obtain the ticket (ID, password, etc.)
9. The receipt should be emailed to the clinician purchasing the ticket
10. Complete the remainder of the CTR form
11. Return the payment method to the appropriate staff member
12. Contact the customer and provide him/her with:
 - a. The hours and location of the bus or train station office
 - b. The confirmation number for their bus ticket.
 - c. Information regarding the number of days from the date of purchase that the ticket becomes void, as applicable
 - d. Additional applicable information regarding the travel arrangements

D. Purchasing Travel By Taxi

1. Provide the customer’s first and last names to the taxi company
2. Provide the departing address and destination address, along with the time for departure
3. Obtain an estimated cost for the service
4. Obtain if there are fees for cancellations or “no shows, and any timeframes in which the service can be cancelled without penalty
5. **Do not** provide SWMBH’s name, but SWMBH address and clinician’s name may be provided
6. Obtain a confirmation number from the taxi company
7. Ask if there are any additional requirements needed for the driver to validate that they are transporting the intended person (password, identification, etc.).
8. The receipt should be emailed to the clinician purchasing the transportation
9. Complete the remainder of the CTR form
10. Return the payment method to the appropriate staff member
11. Contact the customer and provide him/her with:
 - a. The date and time the taxi service will arrive, and the name of the taxi company
 - b. Any information they will need to verify they are the intended recipient of the taxi service
 - c. Additional applicable information regarding the travel arrangements

E. Obtaining Payment Methods

1. Utilization Department (UM) Department Transportation Prepaid Card

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- a. The UM Department Transportation Prepaid Card is the primary method of payment to be used for payment of transportation for detox/residential direct referral travel arrangements
- b. This method of payment will be secured in a lockbox or locked cabinet in the UM Department, and will be monitored and managed by the designated senior leader(s).
- c. To obtain this method of payment, the clinician must:
 - i. Complete the initial fields of the CTR form
 - ii. Complete the SWMBH Online Credit Card Pre-Approval Form
 - iii. Bring the completed forms to one of the designated senior leaders (Manager of Utilization Management & Call Center, Director of Utilization Management & Member Engagement, or Manager of Substance Abuse Treatment and Prevention)
 - iv. Obtain the UM Transportation Prepaid Card from a designated senior leader, and document that the card has been signed out
 - v. Return card to a designated senior leader upon completion of transportation purchase, and document that the card has been signed back in

2. SWMBH Credit Card

- a. The SWMBH Credit Card is the secondary method of payment to be used for payment of transportation for detox/residential direct referral travel arrangements
- b. This payment method is only to be used when:
 - i. There are no available funds on the UM Transportation Prepaid Card
 - ii. The company in which transportation is being arranged with does not accept the primary method of payment
- c. To obtain this method of payment, the clinician must,
 - i. Complete the CTR form and bring the completed form to a designated senior leader
 - ii. Complete the SWMBH Online Credit Card Pre-Approval Form
 - iii. Bring the completed SWMBH Credit Card Usage form to SWMBH's Director of Operations or Chief Financial Officer for signature and approval.
 - iv. Upon signature, bring the form to the designated staff in the finance department who will then release the card to the requesting clinician.
 - v. Return the card to finance department staff upon completion of transportation purchase.

F. Documentation of Purchased Travel

1. Upon purchase of a method of transportation, the clinician must complete all fields (with exception of reimbursement columns) in the "Transportation Purchases Log", which is maintained in the Shared Drive (S:/UM-SUD-Intake/Private/Transportation)
2. The clinician will directly, or arrange for, the following documents to be uploaded to the customer's SWMBH Substance Abuse (SA) record in the Managed Care Information System (MCIS):
 - a. The fully completed and signed CTR form (Scanned under: 'Transportation-CTR Form')
 - b. The signed SWMBH Online Credit Card Pre-Approval Form (Scanned under: "Transportation-Credit Card Form")

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- c. The receipt for the purchase (Scanned under: Transportation-Purchase Receipt)

G. Obtaining Reimbursement for Unused Transportation Purchase

1. The clinician must follow cases in which transportation was purchased for the customer.
2. In the event the transportation that was purchased was unused, the clinician must follow the steps to obtain reimbursement, as defined by the company from which the transportation was purchased.
3. The clinician must obtain a receipt of this reimbursement from the transportation company, and a copy of this receipt is to be uploaded to the customer's record in SWMBH's Managed Care Information System (MCIS) (Scanned Under: Transportation-Reimbursement Receipt)
4. If the amount is not reimbursed back to the card that was used for the purchase, and a paper check will be sent, the clinician must ensure this is sent directly SWMBH's Finance Department and must notify the finance department of the expected reimbursement.
5. The clinician must ensure that documentation of said reimbursement is clearly documented in the "Reimbursement Date" "Reimbursement Amount" and "Reimbursement Method" columns of the Transportation Purchases Log.
6. The clinician must update the CTR with the reimbursement information and provide a copy to the finance department.

IV. Definitions

None

V. References

None

VI. Attachments

- A. SWMBH P11.22.2A Consumer Transportation Request Form
- B. SWMBH 18.4A Credit Card Usage Form
- C. SWMBH 18.4B Online Credit Card Usage Pre-Approval Form