

# TRANSPORTATION PROTOCOL AND PROCEDURE FOR CREDENTIALLED SERVICES

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## **Introduction**

The Department shall ensure that children receive safe and suitable transportation services, which adhere to the requirements of Connecticut General Statutes and Federal Motor Vehicle Safety Standards.

## **Requirements**

When feasible, the Department shall utilize the child's existing network such as DCF staff, foster parents, relative and other caregivers, family, and Local Education Agencies to arrange and/or provide transportation services.

The most cost effective modes of transportation should be the first resort before utilizing private transportation services through contractual arrangement.

DCF staff shall utilize whenever and wherever possible:

- Local transportation resources such as public transportation
- Federal and state funded resources such as Medicaid
- Resources available through managed care companies and other insurance carriers
- Bus and rail transport
- Mileage reimbursement to the family

## **Credential Services**

The Department offers an array of credentialed services. There is an inherent expectation that providers of these services will travel and, in many instances, transport the child receiving the service. These services include Support Staff, Therapeutic Support Staff, Behavior Management Services, Temporary Care, Assessment, Case Management Services, and Supervised Visitation.

Per the provider agreements, "*Only time spent delivering the service is reimbursable. For example, time spent driving is not reimbursable, unless transporting the child receiving the service.*" Further, the provider agreement for supervised visitation lists as a service, "*Transportation to supervised visitation for children or youth in foster care*" that also includes all of the children in the home.

The hourly rate for these credentialed services includes the cost of transporting the child receiving the service.

Note: Area Offices may negotiate a lower rate for transporting the child receiving the service. Under no circumstances is the rate to exceed the credentialed service rate.

## Supplemental Payment

### DCF can authorize supplemental payment for transportation under the following circumstances:

- When the distance either to or from the location that credentialed providers travel to pick up or drop off the child receiving the service exceeds twenty (20) miles
- When there are different area offices that credentialed providers travel to pick up or drop off two or more children receiving the service from the same case
- When there are different locations that credentialed providers travel to pick up or drop off two or more children receiving the service from different cases

Note: The total miles from/ to the credentialed provider's office location to/ from child's location is the maximum number of miles reimbursable.

### The basis for the supplemental payment shall be mileage reimbursement.

- Mileage reimbursement shall be at the prevailing rate authorized by the Commissioner of Administrative Services with the approval of the Secretary of the Office of Policy and Management, based on the U.S. General Services Administration (GSA).
- This rate is in accordance with the current GSA rate that the Department utilizes.

### The following documentation is prerequisites to supplemental payment authorization:

- Proof of current insurance with the limits required by the state shall be on file in the business office of the credentialed agency or organization.
- Proof of mileage by internet sources such as MapQuest, Bing Maps, and MSN Directions that indicates the total miles for each trip
- Additional documentation shall include the name of staff that drove, the date and the time of the trip

## Transporting Child Safely

Adherence to seat safety belts and child restraint systems requirements (CGS 14-100a; 49 CFR 571.213) and the use of sound judgment are essential to ensuring the safe transport of children.

Credentialed providers transporting children shall have received training on the safe transport of children covering the use of seat safety belts and the installation and use of child restraint systems.

In using sound judgment, credentialed providers shall take into consideration the age of the child, any special needs of the child such as behavioral or medical and the level of supervision the child requires.

- The youngest age credentialed providers may transport a child receiving the service is four (4) years. This lower age limit is consistent with current provider agreements. The target population age for Supervised Visitation begins at four (4) years and five (5) years for Support Staff and Therapeutic Support Staff.

Note: Any exception to this lower age limit shall require prior consultation and approval from Central Office, Bureau of Continuous Quality Improvement, Community Program Review.

- Children with special needs (e.g., medical) that require extra attention should be transported by qualified staff approved by the DCF Area Office. Credentialed providers in conjunction with DCF Area Office staff should engage in careful consideration to determine whether more than one (1) staff should transport.