



Advanced Behavioral Health, Inc.

DCF SOOT Transportation Providers Reminders & Updates

3/27/2023

- Reporting “No Shows”¹
 - “No Shows” before 10:00AM reported via RoutingBox. Email if you have information pertaining to the “No Show.”
 - “No Shows” after 10:00AM require a phone call to ABH to release the driver from the designated pickup location.
 - “Afterhours No Show,” due diligence needs to be documented and emailed to ABH immediately.

- Punch Policy review ²
 - “Completed” status needs five (5) punches. (Enroute, PUA, PUD, DOA, DOD)
 - “No Show” status needs three (3) punches. (Enroute, PUA, PUD)
 - Status Trips within 24hrs. of trip completion.
 - Send missing punch data via email within 24 hrs. of trip completion.

- New Staff and Drivers
 - ALL new SOOT staff and drivers must complete RoutingBox training.
 - Notify ABH if training needs to be conducted by our team or if you have a designated trainer
 - Dispatch logins and driver entry into RoutingBox will not be processed until training has been confirmed via our training staff or from your designated trainer.
 - All staff members that work in the RoutingBox Dispatch App. will need their own sign in.

- Reporting Delays
 - Notify ABH of any delays so that we can notify the responsible parties
 - If afterhours, notify the responsible parties of your delays and send an email to ABH to document your due diligence.

- Provider Contact Information
 - ABH needs a valid contact number at all times (e.g., dispatch number, afterhours number, 24hr. number, etc.). If there is an issue, we need to be able to get ahold of someone immediately. This is truly in everyone’s best interest.

¹ DCF SOOT No-Show Policy for Transportation Providers 3/27/2023 @ https://www.abhct.com/Programs_Services/DCF-SOOT/

² DCF SOOT Punch Policy for Transportation Providers 3/27/2023 @ https://www.abhct.com/Programs_Services/DCF-SOOT/