

Advantage Dental

From DentaQuest

Policy Name: Transportation Services	Policy Number: PL056-Transportation Services-CARE
Type of Policy: DCO	Effective Date: 06/14/2012
Responsible Department: Plan Operations	
Page Number (s): 1	Revised Date: 05/20/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 07/17/2019
PURPOSE: To establish the Dental Care Organization's (DCO's) policy on assisting enrollee in obtaining transportation services.	
REFERENCES: 42 CFR 438.208; OAR 410-141-3160	
FORMS: Non-Emergent Medical Transportation Service Map	
<p>POLICY:</p> <p>If an enrollee, including enrollees that are aged, blind, disabled, having complex medical needs, or Special Health Care Needs, has difficulty making a scheduled appointment due to transportation problems, Member Services can refer the enrollee to any available local transportation resources. The enrollee can arrange for transportation to their appointment. If the enrollee needs help arranging for transportation, Member Services will help them with these arrangements.</p> <p>If transportation services are not available, the Department of Health Services (DHS) caseworker or Coordinated Care Organization (CCO) can assist with making alternate arrangements.</p>	

Reviewed and Revised By:

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
03/12/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
03/17/2017	QI/UR Committee			
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak
05/20/2019	Missy Mitchell	Phebe Ditzler	Rosa Pedraza	