

	Title: Transportation Services	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

**Purpose:** To establish Dental Care Organization’s (DCO’s) policy on assisting enrollee in obtaining transportation services.

**Responsibility:** Quality Improvement (QI)/Utilization Review (UR) Committee

**Scope:** Advantage Dental Services, LLC

**Definitions:** n/a

**Forms:** n/a

**References:** 42 CFR 438.208; OAR 410-141-3160

**Policy:**

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, Case Management or Customer Service 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, Case Management or Customer Service will help them with these arrangements.

If transportation services are not available, the Department of Health Services (DHS) caseworker or Coordinated Care Organization (CCO) can assist with making alternate arrangements.

**Approvals:**

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

**Reviewed and Revised**

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