# Slide 1: Council Request of Plans Background

November 12, 2019

# Slide 2: Care Coordinator Role in Non-Medical Transportation Process

This slide contains two photographs with captions.

Caption: **“Man at airport getting out of the vehicle”**

Description: an older man being assisted out of a transport van and into a wheelchair by an abled-bodied woman.

Caption: **“Mom with child at mall getting in vehicle”**

Description: a mother holding an umbrella in inclement weather as the van driver uses the hydraulic lift to get a carriage holding a small child into the transport van.

# Slide 3: IC Care Coordinator Notes October Meeting

* Care Coordinator can determine type of ride and provide appropriate info to vendor
* Address isolation
* Address needs across all members
* Care Coordinator should know resources and work to increase resources (including volunteers)
* Encourage people to use non-medical transportation services
* Make transportation more seamless for One Care members
* Care Coordinator should provide education/alert transportation companies to special needs of One Care members (i.e. impaired, limited vision)
* Care Team members could provide support when ride doesn’t show up for One Care member

# Slide 4: Care Coordinator role in non-medical transportation determination, support, before, during and after

# Slide 5: No Slide Title

Note: This slide contains a flowchart indicating the role of Care Coordinators in non-medical transportation. The chart begins on the left in one path and then splits into two paths to illustrate how the coordination is addressed.

The boxes within the chart include this text below with arrows in between each box showing the movement from box to box.

## Primary path:

Care plan non-medical transport

🡫

Care Coordinator sends request for Prior Authorization

🡫

PA accepts, rejects or modifies request

At this point the chart splits into two paths.

## Split path 1:

Care Coordinator modifies transportation request

🡫

Care Coordinator modifies transportation request

## Split path 2:

Care Coordinator applies for override

🡫

PA rejects override request

🡫

Care Coordinator files grievance on part of member