



## **What services are provided by ModivCare?**

LogistiCare in Delaware has an extensive transportation provider network that can supply transportation for clients who are ambulatory, clients who require a wheelchair and clients who must be transported by stretcher.

The NEMT Provider Network includes both private and public transportation providers (DART Fixed Route and Paratransit).

For clients who have a friend or family member available to transport them, LogistiCare can supply Mileage Reimbursement.

ModivCare coordinates Non-emergency Transportation to covered medical services.

ModivCare coordinates ambulatory service, wheelchair & non-emergency stretcher transportation services.

### **Ambulatory (Curb to Curb Service)**

All drivers/attendants shall provide an appropriate level of assistance to the member when requested or when required by the members' physical condition. (Not to include lifting, carrying, supporting during the ride or behavior control.)

All drivers/attendants must assist the member in the process of being seated, including the fastening of seat belts.

All drivers/attendants must assist members to enter and exit the vehicle.

All drivers/attendants must provide physical support or assistance and oral directions to members. Such assistance shall also include storage of mobility aids such as canes, walkers and folding wheelchairs.

Drivers of ambulatory vehicles will meet the client at the curb.

### **Wheelchair (Door to Door Service)**

Drivers of wheelchair transport vehicles will assist clients into and out of buildings or residences. Wheelchair vehicle drivers are not permitted to enter the members' residence.

All drivers/attendants shall provide an appropriate level of assistance to the member when requested or when required by the members' physical condition. (Not to include lifting, carrying, supporting during the ride or behavior control.)

All drivers/attendants must assist members to enter and exit the vehicle.

Driver/attendants are responsible for opening, securing and closing lift doors while ensuring the passenger is safe and secure at all times.

All drivers/attendants shall safely transport the member inside to their destination and ensure transfer of care has been made to the treating facility or nursing home staff.

### **Stretcher (Hand to Hand Service)**

Required to be staffed by a driver and attendant.

Drivers of stretcher vehicles will assist members from their beds onto the stretcher.

(A medical necessity form must be on file for members traveling via wheelchair or stretcher)

Drivers/attendants shall confirm all restraining straps are fastened properly and that the stretcher, stretcher fasteners and anchorages are properly secured.

The attendance shall be seated in the passenger compartment while the vehicle is in motion and shall notify the driver of any sudden change in the members' condition.

Driver/attendance shall safely transport the member inside to their destination and assist in transfer of care to the treating facility or nursing home staff.

## **What is the Escort Policy?**

Escorts are permitted to ride with a member if there is a medical need.

Members who need extensive assistance in traveling including lifting, carrying, support and behavior control are required to travel with an escort.

Excessive assistance is defined as any additional support or medical monitoring needed by the member as communicated by the member or their primary caretaker or treating facility which cannot be performed by the Driver.

An Escort is defined as an individual who must accompany a member due to the members' physical/mental/developmental capacity and the escort's presence if required to ensure that the member receives proper medical service/treatment.

The escort must be able to assist the member in and out of the vehicle and attend to them during transport should any assistance be required before the destination is reached.

Children are not permitted to ride in any ModivCare vehicle as an escort.