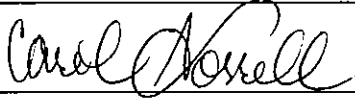
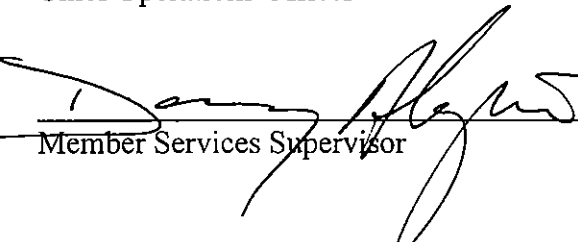


**KERN HEALTH SYSTEMS
POLICIES AND PROCEDURES**

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|-----------------------------------------------------|----------|------------------------------|--|-------------|----------|
| TITLE: KERN HEALTH SYSTEMS POLICIES & PROCEDURES | | INDEX NUMBER 5.15 | | Page 1 of 2 | |
| SECTION: Member Services | | ISSUE DATE: January 31, 1996 | | | |
| SUBJECT: Non-Medical Transportation | | EXTERNAL APPROVAL | | DMC | DHS |
| | | | | | 02-14-00 |
| REVIEW DATE | 08/29/97 | 07/00 | | | |
| REVISION DATE | 08/29/97 | 07/00 | | | |

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|----------|-------------------------------------------------------------------------------------|------|---------|
| Approved |  | Date | 7/31/00 |
| | Carol Sorrell, R.N. Chief Executive Officer | | |
| Approved | _____ | Date | _____ |
| | Chief Operations Officer | | |
| Approved |  | Date | 7/31/00 |
| | Member Services Supervisor | | |

POLICY:

Identified members that meet established criteria for transportation assistance to medical appointments will be assisted financially by public or private means through KHS.

PURPOSE:

To provide reasonable access to medical services for all members to an established provider network without the barriers of transportation.

PROCEDURE:

1.0 GENERAL INFORMATION

The Member Services Department and/or the Health Services Department are responsible for

**KERN HEALTH SYSTEMS
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assisting members with their transportation needs in the following manner:

- A. Providing directions to provider facilities
- B. Providing information regarding public and private transportation
- C. Screening members for a transportation assistance need

2.0 IDENTIFICATION OF TRANSPORTATION NEEDS

Potential sources for identification of members with transportation difficulties include:

- A. A member expressing difficulty in reaching an appointment based on the fact that their transportation was nonexistent
- B. A provider expressing that a patient has difficulty reaching appointments based on the member's lack of transportation
- C. A member who may be scheduled for an appointment outside of their community and does not have transportation
- D. A member identified through the Member Services New Member Entry Program.

3.0 AVAILABLE MODES OF TRANSPORTATION

KHS may offer assistance using a variety of available modes of transportation including car, van, shuttle, bus, medi-van, taxi, ambulance, gurney van, etc.

4.0 QUALIFICATIONS FOR TRANSPORTATION ASSISTANCE

Members qualify for transportation assistance if they meet all of the following criteria:

- A. The requester is an eligible KHS Medi-Cal member. Transportation assistance is not a Healthy Families Plan benefit.
- B. An authorized appointment with a network provider is scheduled prior to request.

Transportation assistance for non-members is available if a member needs assistance from another person or the member expresses a concern about day care for children.

5.0 AFTER HOURS TRANSPORTATION

After hours transportation may be approved on an individual basis by calling the KHS 24-hour triage line.

6.0 TRACKING

All requests for assistance are entered into the KHS information system for tracking purposes