

Transportation Primer

Types or modes of transportation

Public Transit (subsidized by state and/or federal transportation funds) – mass transportation providing service to the general public on a regular and continuing bases. Some public transit runs on a fixed route, fixed schedule (bus) and in Wisconsin, there are shared ride taxi programs that are funded as public transit (see Shared Ride Taxi section below). Many buses are equipped with ramps that allow individuals who use wheelchairs or walkers to board and ride the regular bus.

Fares: Public transit has fares established by the transit commission. There are often discounts for youth, veterans, older adults and individuals with disabilities. Multiple ride passes or punch cards can often be purchased at a discount.

Paratransit – Paratransit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules including special transport services for older adults and people with disabilities. These modes include:

- Human services transportation
- Taxi services
- Deviated-route or demand response systems
- ADA complementary paratransit

ADA complementary paratransit service is mandated by the Americans with Disabilities Act to be offered to those who cannot use a regular fixed route service. The individual must be certified to be eligible to receive these services, usually through an application process and in person assessment. This process can take up to 1-4 weeks depending on the system.

Fares: Paratransit fares can legally be set to twice the fare of fixed route service. If the individual resides in a Long Term Care Facility or are receiving transportation paid for by a third party, their transportation fare may charge an agency rate. This rate is higher than the regular fare and is designed to help pay the local tax share of this public transit service.

Specialized Medical Vehicle (SMV) – a vehicle equipped with a lift or ramp to transport those needing assistive devices (wheelchairs, scooters and walkers). The drivers must have first aid and CPR training. All Medicaid eligible clients not under LogistiCare or Family Care are required to have a Certificate of Need from a doctor for SMV transportation.

Fares and Fees– Fares for SMV are set by the company and are usually much higher than other modes for those without Medical Assistance. This is in part because of the training for their drivers and other licensing regulations. In Wisconsin, licensed SMVs still have the ability to bill Medicaid directly for MA eligible nursing home resident's transportation. Other Medicaid clients need to schedule rides through the Medicaid broker.

What is the difference between paratransit and SMV? – These services are not interchangeable because they do not have the same level of service. Paratransit is typically curb to curb or door to door service and SMV is door **through** door service.

Shared Ride Taxi – As reference under the Public Transit section above, many WI communities have taxi service that is financially supported by local, state and federal tax dollars and can transport more than one passenger simultaneously. These are usually in smaller communities where a fixed route bus may not be feasible. Unlike regular taxi service, shared ride taxi is designed to stay within the municipality that provides funding for it. Out of these municipal borders, fares are typically increased on a per mile basis.

Fares: Fares for shared ride taxi are set similar to those for public transit.

Taxi – There are privately owned taxi companies that operate taxi services throughout the state. These are not subsidized by public transit funding.

Fares: Fares are established by the owner of the taxi company and are typically higher than shared ride taxi programs that are subsidized with state, federal and local funds.

Understanding service level

Curb to Curb – The vehicle picks up the individual at the curb and drops them at the curb. The driver may provide some assistance to get in and out of the vehicle, but the rider must be ready at the curb and able to get from the curb into their destination. (taxi, fixed route bus system)

Door to door – The driver may go to the door and provide minimal assistance to the rider. This assistance does not include getting coats on, transferring into or out of a wheelchair or getting the individual into the correct room in a facility. (paratransit service, some demand response like volunteer drivers)

Door through door – The driver is able to provide some assistance services to the individuals who need to get from inside a location and to inside another destination. This may include transferring, helping with coats and taking the individual into the correct waiting room at a medical facility (even on a different floor). This service can also be referred to as hand to hand. This level of service is usually provided by SMV service. (Specialized Medical Vehicles)

Who pays for the transportation matters.

Medicaid, Title IXX (19), Medical Assistance - except MA residents in nursing homes and those enrolled in Family Care, BadgerCare Plus Core and Basic plans and SeniorCare.

Rides must be arranged through LogistiCare and not directly with the transportation providers. Rides are for medical purposes only to MA approved services.

Counties can no longer bill the state for Medical Assistance transportation and SMV providers can only bill Medicaid trips directly to the state for residents of nursing homes.

Family Care

Any transportation, medical or non-medical, must be pre-approval by the Managed Care Organization (MCO) care team. Failure to have proper authorization from the MCO may be cause for non-payment to the provider for services provided during the unauthorized time period.

Nursing home resident

If a nursing home resident is on Medical Assistance, Medicaid transportation can be provided by an SMV who can bill Medicaid for the trip or can be billed by the nursing home. The nursing home is responsible for paying for the trip for the member and billing Medicaid.

If a nursing home resident is a Family Care member, the MCO typically is responsible for issuing an authorization and paying for the individual's transportation charges.

If a nursing home resident is privately paying for services, the most appropriate and affordable service should be arranged and the individual is responsible for the charges unless there is a prior agreement with the nursing home. Some Aging and Disability Resource Centers, ADRCs or Aging Units *may* be able to assist with scheduling or paying for this transportation for eligible individuals; however, this varies by county.

Long Term Care Facility (Community Based Residential Facilities, CBRF) Residents (excluding nursing homes/skilled nursing homes)

If the individual is a Family Care member,

Generally speaking, residential providers/long term care facilities/CBRFs are required to provide or arrange and pay for all regular and routine transportation needed to meet member outcomes, including medical appointments, social and religious activities, and employment, vocational or day programming. Some trip purposes that may not be

considered regular and routine include ongoing and frequent appointments like dialysis and therapy. “Regular and Routine” is defined for each member at admission.

If the individual is on Community Options Program, COP/Community Integration Program, CIP Waivers,

An individual on Medicaid in a CBRF or long term care facility whose care is paid for through COP/CIP waivers, the member can still access the transportation benefit using their MA card and therefore, should call LogistiCare to get a ride scheduled.

If the individual is privately paying for the facility, the following applies:

DHS 83.38 (1) (k) Transportation. The Community Based Residential Facility (CBRF) shall provide or arrange for transportation when needed for medical appointments, work, educational or training programs, religious services and for a reasonable number of community activities of interest. CBRFs that transport residents shall develop and implement written policies addressing the safe and secure transportation of residents.

This means the responsibility for payment of transportation services provided by a CBRF should be identified in the CBRF’s admission agreement with their residents. Under section DHS 83.29(1) (b), the CBRF is required to provide written information regarding services available and the charges for those services. The information shall include any charges for services not covered by the daily or monthly rate. If the CBRF is providing transportation, they need to identify whether transportation fees are included in their rate or whether this is a separate charge, and the amount that will be charged. If the CBRF contracts with a separate transportation service, the admission agreement must contain information on the charges to residents who choose to use that service.

Other transportation terms

Common Carrier – Describes any mode of transportation except SMV and ambulance. It can include taxi, public transit and volunteer drivers.

Demand – Response – Can be buses, vans or sedans that do not operate on a fixed route or schedule, but are dispatched in response to calls from passengers.

Human Services Transportation –Does not necessarily mean that the transportation is provided by a county human services department. This is a broad umbrella term that refers to other types of transportation that may be available such as transportation by interfaith groups, independent living centers, veteran’s organizations or aging units, and can include many modes or types of vehicle.

Mobility Management – is defined as the innovative use of transportation services through multi-agency partnerships and resources to meet consumer needs. It is an approach to service development that focuses on the customer markets and involves establishing a variety of services to meet the needs. It is the practice of using all available services, and developing new ones, to improve mobility, increase efficiency, and reduce costs.

Mobility Managers are located in various agencies and can perform many different functions. Mobility Managers in Wisconsin teach people how to use transit, coordinate trips between agencies, manage volunteer driver programs, educate communities about transportation options, organize van pools and car pools, write grants, manage one call centers that act as transportation information clearinghouses and much more.

Travel Training or Mobility Training – is training offered to educate individuals on how to travel safely and independently in their community using public transit or other modes of transportation available.

Travel Buddy/Bus Buddy – is a trained and qualified volunteer who can provide assistance with accessing transportation services, planning trips, or helping a rider gain confidence.

Veterans

Some areas have access to the Disabled American Veterans (DAV) vans to take veterans to Veteran’s Health Services medical appointments. Other areas have volunteer driver programs that can meet this need, either through an existing agency’s volunteer program, the Veterans Service Officers or through another veteran’s organization.

Volunteer Driver Programs – Volunteer driver programs can be run by a variety of agencies. They can be part of a county transportation program, interfaith agency, veteran’s organization or other non-profit. Some drivers are reimbursed for mileage; others do not receive any compensation, while others may receive a stipend.

An emerging trend is towards time bank or co-op. This is the practice of trading one hour of service or product to someone for an hour or product in return. If the volunteer driver is involved with a community timebank, they may be driving in return for housework or yard work from another member in the timebank.

Vouchers – are coupons or tickets that eligible riders can use for full or partial payment to participating transportation providers, including human service transportation providers, taxis, and even family, friends or neighbors in some cases. The voucher system allows customers to choose transportation services that meet their needs and wants.

More acronym & coordination materials can be found at the website below.

<http://www.dot.wisconsin.gov/localgov/transit/newfreedom-mobility.htm>

Funding Programs (Federal funding has changed due to passage of MAP-21 in 2012, however, it is anticipated the following programs will be administered in their current format through 2013)

State 85.21/County Elderly and Disabled Transportation Assistance Grant – Section 85.21 is an annual state grant program. Counties are the only eligible applicant. The amount of money each county receives is determined by formula from the number of elderly and disabled residents in their county. Counties may choose to operate their own system, contract out services or both. Older adults and individuals with disabilities are eligible for this program; however, the way the program is administered and services priorities are determined by each county.

State 85.215/Tribal Elderly and Disabled Transportation Assistance Grant – This state grant is for tribes to use for elderly and disabled tribal members. The allocation for this program is split evenly among the 11 tribes.

5310/Elderly and Disabled Capital Assistance Grant – This is a federal program administered through the state to provide capital funding for specialized transit vehicles used to serve the elderly and persons with disabilities. Applicants can be non-profits or local public bodies.

5311/Rural and Small Urban Area Public Transportation Assistance Grant – This is a federal program administered through the state to local public bodies or tribes that support capital and operating expenses for public transportation services in a non-urbanized area (population between 2,500 and 50,000).

5307/85.20 Public Transit Assistance Grant –

The Federal Formula Grant Program for Urbanized Areas (5307) is a federally-funded grant program administered through the state that assists transit systems in large communities (populations over 200,000) with capital expenditures. Transit systems in urban areas with populations between 50,000 and 200,000 may use the funds for capital or operating assistance.

The State Urban Mass Transit Operating Assistance program (85.20) is for transit systems. Eligible applicants include municipalities with populations greater than 2,500 including counties, municipalities and towns – along with transit or transportation commissions or authorities.

New Freedom 5317 (federal) program

The new MAP-21 legislation eliminated this program and moved it to 5310.

The goal of the New Freedom program is to provide additional tools to overcome existing barriers people with disabilities face in seeking integration into the workforce and full participation in society. The New Freedom program seeks to reduce barriers to transportation services and expand transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990. This is one of the primary funding sources for Mobility Management/Managers.

Wisconsin Employment Transportation Assistance Program WeTAP

Supplements JARC – Job Access Reverse Commute: federal funds (5316)

The new MAP-21 legislation removed the 5316 program and added some of its components to the public transit funding programs.

The Wisconsin Employment Transportation Assistance Program (WETAP) represents an effort to connect low-income workers with jobs through enhanced local transportation services.

This program integrates state funding, from WisDOT and the Department of Workforce Development, and federal funding (Job Access Reverse Commute) into one application. The goal of this program is for local areas to work together in a collaborative process to assess the transportation needs for low-income workers and develop options for addressing those needs. For purposes of WETAP funding, low-income is defined as family income that is less than 200% Federal Poverty Level.

A resource provided by the Greater WI Agency on Aging Resources 8/2012
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