Definition: The Adult Day Health Care Transportation service is prior-authorized for participants receiving the Adult Day Health Care (ADHC) service, who reside within fifteen (15) miles of the ADHC center. Transportation will be provided using the most direct route, door-to-door, from the center to the participant’s place of residence or other location, as agreed to by the provider and as indicated on the service authorization.

Service Limits: This service is limited to participants who reside within fifteen (15) miles of the ADHC center.

Providers: Adult Day Health Care Transportation is provided by centers/agencies contracted with SCDHHS to provide Adult Day Health Care Services.

Arranging for and Authorizing Services: Once it is determined that the participant lives within fifteen (15) miles of the Adult Day Health Care center and is in need of transportation, the Case Manager will request approval from the SCDDSN Waiver Administration Division. Once approved, the service can be authorized, using the Authorization for Adult Day Health Care Transportation (Community Supports Form A-37).

Note: One unit of ADHC Transportation is equal to a one-way trip to the facility. A round trip transport to/from the ADHC Center requires 2 authorized units of ADHC Transportation for each day: one unit for pickup and one unit for the return trip.

The provider must report any changes in the participant’s status that affect eligibility for the Adult Day Health Care Transportation service (e.g. the participant moves and no longer resides within fifteen (15) miles of the center; family member transports; etc.).

The Authorization for Adult Day Health Care Transportation (Community Supports Form A-37) will remain in effect until a new form changing the authorization is provided to the Adult Day Health Care Center or until services are terminated.

Monitoring Services: The Case Manager must monitor the service for effectiveness, usefulness and the participant/legal guardian’s satisfaction. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. The following guidelines should be followed when monitoring Adult Day Health Care Transportation:

- Services should be monitored at least once during the first month of service.
- Services should be monitored at least once during the second month of service.
- Services must be monitored at least at the time of every 6 month Plan review thereafter.
- Monitoring must start over any time there is a change of provider.
- This service may be monitored during a contact with the participant/family or service provider. It may also occur during review of written documentation at the Adult Day Care Center or during an on-site visit.

Some questions to consider during monitoring include:

- Is the participant satisfied with the Adult Day Health Care Transportation?
- What type of vehicle is used to transport the participant (i.e. enclosed vehicle with adequate ventilation, heat, air conditioning and provision for wheelchair-bound participants)?
Is the Adult Day Health Care Transportation meeting the participant needs?
How often does the participant receive Adult Day Health Care Transportation?

Reduction, Suspension or Termination of Services: If services are to be reduced, suspended or terminated, a written notice must be sent to the participant/legal guardian including the details regarding the change(s) in service, the written reconsideration/appeals notice, and a ten (10) calendar day waiting period (from the date that the reduction/suspension/termination form is completed and sent to the participant/legal guardian) before the reduction, suspension or termination of the waiver service(s) takes effect. See Chapter 8 for specific details and procedures regarding written notification and the appeals process.