Transportation Frequently Asked Questions

Transportation remains a social determinant of health and barrier for DSAMH clients seeking quality care and recovery support services. The Division of Substance Abuse and Mental Health (DSAMH) provides pathways for Clients needing transportation services right now and is planning for the future. Below are frequently asked questions about DSAMH client transportation.

What type of funding is available for unmet Client Transportation needs is currently available?
Funding: Recovery Support Scholarship cost reimbursed through the Opioid Impact Fund

What is the Opioid Impact Fund (OIF)?
DSAMH is a recipient of funds collected from Delaware's Opioid Impact Fee. The proceeds from this fee will directly support treatment and wraparound services for individuals in recovery. DSAMH has adopted the Johns Hopkins model to govern opioid impact fee resources distribution. The Hopkins model includes five guiding principles to determine the most helpful way to support individuals in need of behavioral health services. These five principles are: (1) spend money to save lives, (2) use evidence to guide spending, (3) invest in youth prevention, (4) focus on racial equity, and (5) develop a fair and transparent process for deciding where to spend the funding (https://opiodprinciples.jhsph.edu).

DSAMH's allowable expenses focus on the Social Determinants of Health related to:
- Connectivity [ex. cellular phones, tablets]
- Education and Training [ex. Certification, training, workshop fees]
- Family Supports [ex. family counseling services, childcare during treatment]
- Food Security [ex. Groceries]
- Healthcare [ex. primary care, medication, emergency dental]
- Housing [ex. hotel stays, rental assistance]
- Legal Services [ex. unpaid fines, IDs, Birth Certificates]
- Transportation [ex. Uber, Lyft, minor car repairs, bus passes]
- Utility Services [ex. water, electric, internet, cellular service]

What are the criteria for using OIF for transportation?
The Opioid Impact fee recovery Support Scholarships are intended for persons, in current treatment with a substance use disorder diagnosis either by history or current. The service/item requests are meant to help increase a client's retention and engagement in treatment.
- Requesting agency must be a DSAMH contracted provider
- Requesting agency must complete a recovery support scholarship form
- Client must have past or current history of a SUD/OUD.
- Allowable reimbursable expenses include:
  - ✓ Rideshares like Uber/ Lyft
  - ✓ Minor car repairs (will need to submit proof of cost)
  - ✓ Bus passes
  - ✓ Vehicular Insurance

How do I request transportation with OIF for a client?

If you have a client in need of services, please complete the [Recovery Support Scholarship form](#) and email it to: DHSS_DSAMH_HISD@delaware.gov to have your request reviewed. Upon receipt of the scholarship form, a DSAMH representative will respond to your request within one business day. Generally, an approval for applicable use of OIF is determined within the same day.

The requesting agency's responsibility is to front the cost for the approved service needs and submit an invoice for reimbursement to DSAMH.

What is ModivCare and is LogistiCare still available?

- ModivCare replaced LogistiCare.
- ModivCare manages NEMT for Delaware's Medicaid and Chronic Renal Disease Program.
- Non-Emergency Medical Transportation (NEMT) benefits Delaware's Medicaid and Chronic Renal Disease Program members who have no other means of transportation and need to go to a routine medical or dental health care facility.
- ModivCare will determine the most appropriate type of transportation depending on your health condition and mobility limitations which will be decided when you call to make a reservation.
- To request a ride for your client or patient, Call 1-866-412-3778
- ModivCare is not an on-demand ride service or emergency transportation.

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DTRN Rideshare Frequently Asked Questions
(Powered by RoundTrip)

What type of programs will DSAMH provide for client transportation in the future?

DSAMH will be offering Delaware-based organizations a new non-emergency medical transportation service through the Delaware Treatment and Referral Network (DTRN) called DTRN RideShare. This service is being provided through a partnership with Open Beds and RoundTrip. Currently, the service is in a pilot phase but once available in your area, contracted community providers statewide will be able to request a ride for a client/patient through the DTRN/OpenBeds site using their DTRN username and password.

What is the criteria for using transportation on DTRN?

The first criteria is that transportation scheduling through DTRN will be available for non-emergency medical transport (NEMT) type transportation services only. The second criteria is that the requesting agency must have an active user status with DTRN and a valid agreement with Open Beds.

What is non-emergency medical transportation (NEMT)?

Non-Emergency Medical Transportation (NEMT) covers all transportation services provided to clients for non-emergencies.   NEMT is most often utilized for clients requesting transportation to their behavioral health visits, physical health appointments, or the pharmacy. These visit types include but are not limited to the following: primary health care medical appointments, medication/prescription pick-up from the pharmacy, dental and vision care, specialists for physical health needs such as physical therapy, OB/GYN, Cardiology, Oncology, etc.

What does NEMT transportation services scheduled through DTRN look like?

OpenBeds is the current system administrator for DTRN for electronic referrals for behavioral health clients. DTRN has expanded through technical interoperability, allowing the rideshare platform, Roundtrip, to add this functionality to the OpenBeds platform seamlessly. This technology-driven partnership will help reduce the burdensome process of transportation coordination and is built to reduce costs, centralize workflows, collect insightful data, and reduce the time that it takes to coordinate transportation. The ability to make transportation referrals within the current DTRN referral workflow will enable providers to:

- Efficiently coordinate all levels of transport: Medical Sedans, Wheelchair Van, and Non-Emergency Ambulances (BLS, ALS, SCT, Bariatric Ambulance)
- Provide a care coordinator-facing portal to handle bookings for clients, as well as a patient-facing portal, so approved clients can voicelessly schedule for themselves online or through a mobile app
- Automatically send trip reminders via text or phone call to patients & maximize compliance with rides to reduce no shows
- Monitor rides with real-time GPS tracking and provide the ability to review ride data including to/from addresses, ride time, ride cost, purpose of ride, driver information, and patient details

When and how do I request DTRN transportation for a client?

DTRN RideShare (powered by Roundtrip) will be available in a phased approach to ensure client safety and seamless delivery of services. It is scheduled to be available through with the first group of community providers beginning February 2022.   DTRN RideShare training will be provided to users before their phased go-live date. Once available, the requesting agency can schedule NEMT transportation through DTRN by accessing the rideshare platform through their single sign-on with DTRN OpenBeds.

What levels of transport does DTRN RideShare support?

DTRN RideShare (powered by Roundtrip) can service all levels of patient transportation needs by offering a wide range of vehicle types in our single platform, including rideshare (Lyft/Uber), taxi, medical sedan, stretcher vans, and ambulances (BLS, ALS, and SCT). Fixed and rotor wing capabilities are under development. Additionally, we support all payer types through our platform (i.e. Medicaid, Medicare, Facility, Patient).

Is DTRN RideShare a transportation company?
DTRN RideShare (powered by Roundtrip) does not supply the vehicles or transports. Instead, the service connects clients with existing transportation companies in Delaware by providing a streamlined digital solution. The DTRN RideShare platform enables providers to request any type of vehicle ride and allows transportation companies to claim the ride request, all within the DTRN RideShare Portal.

Can a client/patient book a ride for themselves?
Client/patients cannot book rides for themselves. Rides should be coordinated with their social worker, provider, doctor, or care coordinator through DTRN.

Is DTRN RideShare secure and HIPAA compliant?
Security of electronic Protected Health Information (ePHI) is fundamental to us. We only collect the necessary data for coordinating the ride (i.e. name, phone number, etc.). The DTRN RideShare cloud-based platform encrypts all data both at rest and in transit. Data is hosted in a Tier 1 secure hosting provider, Amazon Web Services, specializing in helping healthcare organizations achieve and maintain HIPAA and HITRUST security requirements.

How does DTRN RideShare integrate with my current workflow?
DTRN RideShare wants to make booking as seamless as possible. That is why DSAMH has worked to integrate the functionality of the system your team is already using.   The new DTRN RideShare platform (Roundtrip) integrates with our existing eReferral platform (OpenBeds) making it easy to navigate between the system.