

# RTEC No-Show Policy

rev10/2017

## SCHEDULING SERVICES

RTEC requires a 72-hour notice to schedule appointments for HSTD transportation, except for urgent care requests. Transportation services will be offered between 6:00 AM to 8:00 PM, Monday through Friday and 8:00 AM to 1:00 PM on Saturday (local time). Urgent care shall be provided twenty-four (24) hours a day, seven (7) days a week, including any holiday. Urgent care may be scheduled or requested anytime. The need for Urgent Care may be confirmed by Reservations Staff.

Riders should be ready for pick-up at least 15 minutes before the scheduled pickup time.

## CANCELLATIONS

Cancellations should be made 24-hours in advance during regular business hours, but will be accepted up to the time the driver is in route to pick up the passenger. Cancellation messages left on the RTEC voicemail after regular business hours will be considered a passenger no-show.

## RESTRICTED LIST

Standing appointments are scheduled up to one-month subscription. When individuals are identified as habitual No-Shows, they are placed on a 30-day Restriction List. When Medicaid Eligible persons are placed on this list, they temporarily lose the privilege of scheduling transportation for a full month at a time. Therefore:

1. The Medicaid recipient or their caregiver must call in their appointments. Agencies should not call in for Restricted Medicaid covered passengers. (Billed (BX) passengers on the restricted list may call in 24-hours in advance.)
2. Medicaid 72-Hour Notice still applies to these individuals, as does every other Medicaid requirement. Customer Service Representatives (CSRs) will educate these individuals about Medicaid guidelines.
3. Recipients should call Monday to schedule for Thursday or Friday, and should call Thursday or Friday to schedule for the following Monday, Tuesday or Wednesday.

After 30 days, the list is purged and a new list of restricted persons is formed based on No-Show behavior. Good behavior with timeliness and/or adequate notice of cancellation may result in removal from the Restricted List by RTEC Administration.

## CAREGIVER NO-SHOWS

When transporting passengers with a code of "07", it is imperative that a caregiver at the destination takes charge of the passenger. If no caretaker is at the destination location, make sure that you do NOT leave the passenger alone. Wait with the passenger until five (5) minutes after the scheduled drop-off time and notify RTEC Dispatch, who will try to reach the passenger's Emergency Contact person. If the caregiver is still not there and no emergency contact can be reached, RTEC Dispatch shall contact the DCBS Adult Abuse Hotline at 1-800-752-6200 or 1-877-597-2331 and notify them of the situation. Continue with regular route until further instruction is received. Driver and Dispatcher must complete an incident report and submit to the Provider Network Manager within 24 hours.

## PUBLIC EDUCATION

Rules for passengers are listed on RTEC media including our website ([www.ridertec.org](http://www.ridertec.org)), brochure and our "Educational Packet for Recipients, Medical Facilities and Agencies and the Public":

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Individuals may be denied transportation for the following reasons (but not limited to): for behavior that interferes with other passengers or the driver, refusal to pay for service, repeated failure to provide adequate notice of cancellation or no-shows, refusal to follow rules for riding the bus, carrying weapons or abusive language.