

# Kentucky Transportation Cabinet Office of Transportation Delivery

Eric Perez, Executive Director

August 23, 2019



# KYTC/Office of Transportation Delivery (OTD)

- **OTD is comprised of two Branches**
  - **Public Transit Branch**
    - Federal Transit Grants
      - Rural → Population less than 50,000
      - Small Urban → Population between 50,000-199,999
      - Large Urban → Population 200,000 or more
  - **Human Services Transportation Delivery Branch (HSTD)**
    - Non-Emergency Medical Transportation (NEMT)
    - Office of Vocational Rehabilitation
    - Blind Services Division
    - Department of Corrections (Pilot)



# Public Transit Branch

- Secure statewide federal transit grants
  - Federal Transit Administration (FTA)
  - Formula Funding: 5305, 5339, 5310, 5311 - \$28 million
  - Competitive Funding: 5339(b) – Additional \$7 million in FY19
- Match for grants
  - State General Fund - \$1.7 million
  - Toll Credits – \$5.4 million utilized as match in 2018
- Non-Public School Transportation Funds - \$3.5 million

# Public Transit Branch

- FY19 Statewide Statistics
  - Over 25 Million trips provided
  - Over 84.5 Millions miles driven
- Accomplishments
  - 5 State Management Reviews (15 straight years) with Zero findings from FTA
  - Partnership with the KY Department of Veterans Affairs



# HSTD Branch

- **Non-Emergency Medical Transportation** is for Medicaid members who do not have access to free transportation that suits their medical needs and need to be transported to a medically necessary, Medicaid-covered service.
- **Coordinated through the Department for Medicaid Services and the Transportation Cabinet and NOT under Managed Care Organizations.**

# HSTD Branch – How the Dollars Flow

- **Agreements**
  - **Annual Agreements between Partners/Transportation Cabinet**
  - **Transportation Cabinet with Finance Cabinet**
    - Annual Agreements with Transportation Broker
  - **Transportation Broker**
    - Agreement Subcontractor

# HSTD Branch – Who is Eligible?

- Must be a KY Medicaid Recipient
- Traveling to or from a Medicaid covered service
- The medical service is determined to be medically necessary
- Free transportation which is appropriate for the recipient's medical needs is not available or use of an appropriate and operational household vehicle is not available



# HSTD Branch - Vehicle in the Household Exceptions

- Medical Statement
  - Valid for 6 months and can be renewed
- Work/School Statement
  - Valid for 3 months and can be renewed
- Mechanic Statement
  - Valid for 30 days; may submit up to 3 per year
- Officially Cancel or Junk the Vehicle at the County Clerk's Office



# HSTD Branch

- **Hours of Operation**
  - Reservation Line is available Monday – Friday from 8:00am – 4:30pm; and on Saturday 8:00am-1:00pm.
  - Transportation Services are provided Monday – Friday from 6:00am – 8:00pm; and on Saturday 8:00am-1:00pm.
  - Services are closed on New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day.

# HSTD Branch

- 72 Hour Notice Required
- Urgent Care Transportation (available 24/7)
- Medical Service Area
- Closest Available Medical Facility



# HSTD Branch - Broker Responsibilities

- **Serve as Gatekeepers**
  - Verify the recipient's eligibility
  - Assess the recipient's need
  - Educate the recipients
  - Determine the appropriate transportation
    - 02 Regular Taxi Service (Ambulatory)
    - 03 Fixed Route Bus System
    - 04 Non-profit demand response bus service
    - 07 Ambulatory but disoriented
    - 08 Non-ambulatory who needs physical assistance

# HSTD Branch - Broker Responsibilities

- **Serve as Monitors**
  - Vehicle maintenance, inspection and operation
  - Driver qualifications and training, drug and alcohol testing
  - Complaint tracking, courteous, safe and timely services

# HSTD Branch – Customer Satisfaction

- 1-800 Line (State & Regional Level)
- Complaint Tracking (State & Regional Level)
- 3,462,963 Million Medicaid Trips (SFY 18)
- 12,889 Denials Issued for Ineligible Trips (SFY 18)
- Monthly Phone Surveys
  - 100% Customer Satisfaction (SYF 18)

# HUMAN SERVICE TRANSPORTATION REGIONS





# **HSTD Branch - New Services Provided Under NEMT**

- **Transport released inmates from correctional facility to residential substance abuse program.**
- **Methadone Treatment – Substance Use Disorder – for Medication Assisted Treatment**
  - Only transport to approved Narcotic Treatment Programs (NTPs)
  - Pregnant
  - Children (ages 16-18)
  - Former Foster Children (up to age 26)

# **HSTD Branch - Upcoming Partnership Initiatives**

**Kentucky Transportation Cabinet  
Office of Transportation Delivery  
&  
Justice & Public Safety Cabinet  
Office of Drug Control Policy**



# HSTD Branch - Upcoming Partnership Initiatives

- Department of Corrections Pilot Partnership
  - Anticipated to begin October 1, 2019
  - Eastern Kentucky, LaGrange, Pennyriple/Purchase Areas
- Approximate participant base of 50,000 citizens statewide
- Transport those on probation or parole to substance abuse facilities, medical appointments, job interviews, probation/parole meetings, etc.
- Partnership goal is to assist citizens in overcoming barriers leading to a decrease in recidivism and will be one additional tool in Kentucky's continued fight against the opioid epidemic.



# HSTD Branch

**Kentucky Transportation Cabinet  
Office of Transportation Delivery (OTD)  
Recipient Complaint Line  
1-888-941-RIDE (7433)  
Fax - 502-564-2058**

**OTD Website:**

**[https://transportation.ky.gov/Transportation  
Delivery/Pages/default.aspx](https://transportation.ky.gov/TransportationDelivery/Pages/default.aspx)**

# QUESTIONS?

# CONTACT INFORMATION

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