



COMMUNITY HEALTH REPRESENTATIVES OUT OF TOWN NON- EMERGENCY MEDICAL TRANSPORTATION POLICY



CHR provides non-emergency medical transportation out of town Monday- Friday.

Scheduling Transportation:

- To schedule out-of-town non-emergency medical transportation (NEMT), contact CHR **at least 5 BUSINES days in advance** of the appointment date.
- CHR will require the following information for scheduling purposes: **Name, DOB, 911 address, medical facility name, appointment date & time, (1) adult escort name, specified vehicle type (car, van, wheelchair van) and a working telephone number.**

Transportation Guidelines:

- The following client(s) will be given PRIORITY for Non-Emergency Medical Transportation.
 - **Elderly Clients**
 - **Dialysis Patients**
 - **Handicapped/Disabled Clients**
 - **Children**
 - **Pregnant Clients**
- All appointments will be verified with the appointment facility.
- Please be ready at the specified pick-up time.
- Please call 24 hours in advance to cancel transportation services.
- **CHR will transport a total of 4 clients out of town per day to 2 cities per day.** Seating is limited to (2) clients per vehicle and (1) escort each if necessary. **Escort:** An adult over the age of 18 who is able and willing to assist the patient during their appointment.
- Clients under the age of 18 must be accompanied by (1) parent or guardian at all times.
- Clients will need to provide and utilize their own child passenger safety seat(s) to avoid cross-contamination from child to child.
- The CHR Program will (at times) refer AHCCCS eligible clients to local a AHCCCS service provider for Non-Emergency Medical Transportation.
- No client or passenger is allowed to sit in the front passenger seat next to the CHR driver. This area is reserved for staff PPE and cleaning/disinfecting items.
- Clients are required to sign AHCCCS trip report documentation at the time of pick up.
- Staff will transport clients to a designated area to eat. The CHR Program does not provide money for meals and/or snacks. Staff will also provide at least one (1) scheduled stop each way. If the client requires additional accomodations, they must inform the CHR Staff.

This policy is subject to change. If you have any questions, contact the CHR office at (928) 575-4431

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