

**FAIRFIELD COUNTY JOB AND FAMILY SERVICES (FCJFS)  
RIGHTS AND RESPONSIBILITIES  
NON-EMERGENCY TRANSPORTATION (NET)**

**How to Access NET Services:** Contact the FCJFS (652-7889 or 1-800-450-8845) Transportation Unit at least five (5) business days prior to your scheduled medical appointment. Transportation must be to a Medicaid-reimbursable service within the individual's community, unless the Medicaid-reimbursable service is not available in the community. *Administrative Code 5101:3-24-03*. The individual may have to provide documentation that the services are not available within Fairfield County.

**I need to provide FCJFS the following information to process my NET request:**

1. Social Security number of the individual with the medical appointment. All Medicaid categories are eligible except MAM, QMB only, SLMB and QI-1.
2. Medical Provider information required.
  - a. Name and type of medical provider.
  - b. Address and telephone number of medical provider.
  - c. Purpose of appointment.
  - d. Date and time of the appointment.
3. A signed copy of the Rights & Responsibilities Form.

**Direct Transportation:** I can receive direct transportation within my community by a FCJFS employee or by a contracted agency.

1. Transportation is only provided to and from the designated scheduled appointment. Transportation cannot be changed unless approved by a FCJFS Transportation Specialist, prior to the day of the appointment.
2. FCJFS Driver will wait **10 minutes for me to enter the vehicle.**
3. I must comply with rules and regulations of the contracted agency.
4. Only the customer who has the appointment will be provided transportation, unless the appointment is for a minor accompanied by a parent/guardian or a caregiver who has been deemed necessary by a medical provider.

**Gas Vouchers:** Issued depending upon the unique circumstances of the customer and their specific transportation needs.

1. If the gas voucher is not used, it must be returned to FCJFS.
2. No voucher is to be thrown away or destroyed in any manner.
3. Appointments must be verified by the provider signing the verification form. A signature other than the provider or their representative will constitute a case of fraud and may result in prosecution. Failure to provide a completed verification form within 30 days of the scheduled appointment will make the household ineligible for future gas vouchers.

**Managed Care Transportation:** FCJFS may refer customers to their Managed Care Provider, for NET transportation.

**Cancellation Policy for all Direct Transportation:**

1. I need to report any cancellation at least 3 hours prior to the scheduled appointment time by calling 740-652-7682.
2. If the ride is not cancelled at least 3 hours prior to the scheduled appointment time, it is considered a "No Show".
  - a. I understand if I have 3 "No Shows" within a 30 day period, it is an occurrence. My assistance group will lose NET Direct or Transportation services according to the following methods:
    - i. For the first occurrence my assistance group will lose NET Direct or Contract services for 1 month.
    - ii. For the second occurrence my assistance group will lose NET Direct or Contract services for 2 months.
    - iii. For the third occurrence my assistance group will lose NET Direct or Contract services for 3 months.

**Hearing Rights:** If I do not agree with a denial of services, I have a right to a County Conference or a State Hearing. The request for the County Conference or State Hearing must be requested within 90 days of the mailing date of the notice of action by calling 1-866-635-3748, option 1.

**Notification:** FCJFS may call medical providers as a quality assurance measure to verify that I am attending scheduled appointments. I have received a copy of the NET Rights and Responsibilities or they have been read to me, and I understand them. I agree to provide the information requested to maintain eligibility for NET services.

Print Case Name	SSN
Case Name Signature	Date