

HUMAN SERVICE TRANSPORTATION DELIVERY PROGRAM (HSTD)

Overview:

The Human Service Transportation Delivery (HSTD) Program provides non-emergency, non-ambulance medical transportation services to eligible Medicaid, Vocational Rehabilitation, and Department of the Blind recipients. It also combines the resources of public and private transportation providers in an efficient, cost effective and easily accessible transportation program throughout the Commonwealth of Kentucky.

The Department for Medicaid Services (DMS) contracts with the Kentucky Transportation Cabinet (KYTC) to manage the daily operation of the HSTD program. The Office of Transportation Delivery (OTD) within the KYTC answers complaints from recipients, subcontractors, or regional brokers and resolves them. Please call 1-888-941-7433 if you need assistance with any issues or concerns.

A regional broker coordinates transportation services for each region through use of a network of providers located within the region.

Basic rules about transportation services:

If you or someone in your household has a car, van or truck and it is not available or appropriate for you to use, you must give the transportation provider, in writing, information that verifies you cannot use the vehicle.

- You can get a doctor's note, signed by the doctor, if it is for a medical reason.
- You can get a mechanic's statement if it is not working or if there are mechanical problems signed by the mechanic.
- Have your family member's boss or school official write a note that the family member cannot give you a ride when you need it detailing the days and hours required to be at work or school.
- If the car, van or truck has been junked, you will need to give a copy of the cancelled vehicle registration to your broker from the County Clerk's Office.

You should always try to go to the closest medical facility that can help your condition. If you need care that is out of your service area (county or a county that borders your county), you will need to have your doctor complete a transportation referral form explaining why it is important for the trip to occur.

Only Medicaid members that are in a wheelchair or are able to walk but disoriented are allowed to choose the company they want to ride with. A certification of the need for wheelchair transportation and/or disoriented classification must be obtained from your doctor by the broker.

How to request services:

Recipients needing transportation services can contact their regional broker to inquire about their hours of operation and policies for scheduling transportation services. Normal transportation services must be scheduled with the regional broker 72 hours in advance of your appointment time. To cancel a reservation, please call the broker; not the Office of Transportation Delivery and not the taxi company. After hours paging is available on weekends and state holidays for immediate or "urgent care" transportation needs. **To find your regional broker, please refer to <http://transportation.ky.gov/Transportation-Delivery/Pages/Human-Service-Transportation-Delivery-Brokers.aspx>.** We have also provided contact information for the Office of Transportation Delivery and regional brokers. The regional broker list is in alphabetical order by county.

OFFICE OF TRANSPORTATION DELIVERY
200 Mero Street, W3-10-01
Frankfort, KY 40622
Phone: 888-941-7433
Fax: 502-564-2058