

LOGAN COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

DAN L. WILLOBY, DIRECTOR

211 E. Columbus Ave.
Bellefontaine, Ohio 43311
937-599-5165 or 937-843-3488

FAX 937-592-4395

Information about the NET Program

Administrators: Logan County Job and Family Services
Social Services Unit

In this packet you will find a variety of information regarding this program.

Section I: Frequently Asked Questions

Section II: Important Information about NET

Section I
Frequently Asked Questions

1. What does NET stand for?
Answer: NET is Non Emergency Transportation.

2. What are the criteria for the program?
Answer: There are four main components to qualifying for the program.
 - 1) Must have an open Medicaid case.
 - 2) Must have a valid driver's license.
 - 3) Must have CURRENT automobile insurance.
 - 4) Must have proof of upcoming appointment. (see section II, A)

3. What kind of appointments are covered/not covered through NET?
Answer: Any Medicaid covered service is approved under NET. These appointments include: medical appointments, counseling appointments, shot clinics, etc. The following are appointments/areas NOT covered under NET: WIC, work related activities, education related activities, Early Intervention services, Social Security Determination, Worker's Compensation, etc. If you have questions about what may be covered please call 937-599-5165 X5251.

4. If I go to an appointment without getting a gas card before the appointment can I get a gas card later?
Answer: **NO! There is no reimbursement for any type of appointment. If you come to get a gas card after your appointment, you will not receive a gas card. The only time reimbursement will be made is an emergency room visit and labor and delivery(please see section II, D).**

5. What if I don't have a driver's license and insurance and someone else takes me to my appointments, am I eligible for the program?
Answer: Yes. The person driving you will need to come to your initial appointment and bring their driver's license and insurance. If the person that takes you changes during your time on the program, you need to notify the Social Services staff.

6. What do I need to do to get signed up for NET?

Answer: Social Service Workers will see participants on a walk-in basis on Tuesdays and Wednesday's between the hours of 8am -3 pm. And on Fridays 8 am until 12pm (noon). Participants can be seen outside of these scheduled hours for a situation deemed to be an emergency by a CDJFS director, NET supervisor, NET Coordinator or Social Service Worker. You need to **CALL** and make an appointment, with Social Services if they deem it an emergency.

If you are coming the day of your medical/counseling appointment, please be sure to come at least an hour before a local appointment and two hours prior to an out-of-town appointment. LCDJF are **NOT** responsible for the wait time, as it is a walk-in basis program.

7. I do not qualify for the medical card, but my children do. Can I get gas cards to take them to their medical appointments?

Answer: Yes. Again you will need a valid driver's license, current automobile insurance and proof of appointment.

8. My family member (parent, grandparent) receives the medical card and I take them to appointments. Can I get gas cards to take them to appointments?

Answer: Yes. The family member on the medical card will need to come in to the office to fill out the appropriate paperwork and you will need to bring your valid driver's license, current automobile insurance and proof of their appointment. If your family member chooses to have you come in and get the gas cards for future appointments, they will need to sign a statement to that effect.

Section II
Important Information about NET

A. Appointment Verification

As of 3/1/2006, all appointments/ hospital visits will require notification to our office that you attended. After you attend your appointment, you must bring back a slip saying that you went to the appointment. Not bringing back proof of appointment could possibly result in adverse action such as suspension or removal from the program. Also, if attendance slips are not provided, no gas cards will be issued until appointment has been verified in writing. It is the participant's responsibility to verify appointments were kept. Social Service workers will NOT call you back to inform you if a fax was received or what verifications you need before you can get more gas cards.

B. Initial Appointment to Sign Up for NET

At your first appointment you will be asked to fill out a few forms. The first is a release of information form. This gives us permission to talk with your medical/mental health providers for the purpose of verifying appointments for gas cards and also to make sure gas cards are being used to attend your scheduled appointments for which you have been given gas cards. The second form is an application for the type of funding used to provide the gas cards (Title XX). The third form is a document you will sign every time you come in to get a gas card. The form states that you will use the gas card to attend your medical/counseling appointments and if you choose not to use these cards for its intended purpose, it may result in a referral to the Fraud Unit at the Department of Job and Family Services.

C. Rescheduling/Canceling Your Medical/Counseling Appointments

Please remember to notify our staff (937-599-5165 X 5251) if you are unable to keep an appointment for which you received a gas card. Occasionally, files are checked to be sure that people are attending their appointments. If you cancel and do not reschedule it is your responsibility to return your gas card or use the gas card for another upcoming appointment.

You must notify staff of a change in an appointment and when the appointment will be rescheduled PRIOR to the new appointment date.

D. Emergency Room Visits

If for some reason you or someone in your family who is on the medical card need to go to the emergency room (ER) or labor and delivery you have two options. First, if the situation allows for time you may come to DJFS and get a gas card to go to the emergency room. In this case, you will be required to bring verification of your ER visit to our office. Secondly, if the situation warrants that you go to the emergency room immediately, please call our staff during or immediately after your ER visit. **With the verification from the ER, you can be provided with a gas card within one week (7 days) of the ER visit. The ER discharge letter must include the patients name and date of visit.**

E. Gas Card Information

If your medical/counseling appointment is located in the same town that you live in, the amount on the gas card is \$5.00 (example: you live in Bellefontaine and your appointment is in Bellefontaine). If your medical/counseling appointment is located outside of the town you live in, but still inside Logan County the gas card amount is \$10.00 (example: you live in Russells Point, but your appointment is in Bellefontaine). Lastly, if your appointment is outside of Logan County, the gas card amount is \$20.00 (example: your appointment is in Lima). Gas cards are also given for visitation of hospitalized MINOR children in YOUR household in the amount of up to \$100.00 per week (not to exceed the weekly amount). Gas cards are only given up to 14 days in advance of an appointment, unless there are uncontrollable circumstances in which it can be reduced to one week at a time. Social Service NET coordinator and LCDJFS director is able to, at its discretion, limit the amount of gas cards without any prior notice and/or require you to take other modes of transportation available through the NET program.

The gas cards are for the Speedway, Super America and Rich gas stations. THERE ARE NOT ANY SUPER AMERICA'S IN OHIO. When you get a card, the staff will track the card's number on the back. This is if you have problems using your card we can call the station and ask about the card number. PLEASE NOTE: SPEEDWAY HAS A POLICY OF ONE CARD PER TRANSACTION. This means that if you have two \$10.00 gas cards and you pump \$20.00 in your tank and take the cards in for payment, they will only accept one card. If the card does not swipe in the credit card machine on the pump, please go into the station and have the clerk manually enter the card number. After you use the card, please do not return them . After the cards are issued, the cards may be used at that gas station at any time. Please discard after use. The cards are like cash. Please keep them in a safe location. Cards may not be replaced if lost/stolen.

If you have questions concerning the balance of a gas card or when you last used the card, you may call Customer Service through Speedway at 1-866-836-6841.

Receipt of Information Form

_____ (participant) has received the NET packet and understands and agrees to the following:

- A. All gas cards are to be used for medical/counseling appointments. If gas cards are found to be used for any other purpose, the participant may be responsible for repaying the portion not used for Medicaid covered services. Additionally, participant may be removed/suspended from the program and may possibly be referred to the Fraud Unit of Department of Job and Family Services (DJFS).
- B. There is no reimbursement for any appointments other than the emergency situation (ER and Labor and Delivery) as outlined in the NET packet.
- C. The participant is responsible for notifying DJFS of any changes including, but not limited to, rescheduled/cancelled appointments, changes in automobile insurance/license information, changes in who transports participant to appointments and changes in Medicaid enrollment.
- D. Participant must allow enough time before the appointment to get the gas card. DJFS is not responsible for any wait that a participant encounters when coming to get a gas card.
- E. Participant is responsible for bringing attended appointment verifications back to DJFS before another gas card can be issued.
- F. Participant reserves the right to withdraw from the program at any time and can revoke the release of information form for DJFS to communicate with medical/service providers.

Participant Signature

Date

Witness Signature

Date