

# Transportation Frequently Asked Questions (FAQs) for Kentucky Dialysis Providers During the Coronavirus Pandemic

**The ESRD Network is here to help.** Transportation is a critical part of patient care. The ESRD Network of the Ohio River Valley will continue to monitor and gather resources relating to the transportation of dialysis patients to and from their scheduled appointments during the Coronavirus Pandemic (COVID-19).

## Who is working to coordinate transportation options for dialysis patients in my state?

The Kentucky Department for Medicaid Services, the Kentucky Cabinet for Health and Family Services and the Kentucky Transportation Cabinet are working to coordinate a survey of transportation resources. Currently, all public and private transport companies are operational and providing transportation to dialysis patients.

## What steps are being taken to ensure the safety of patients being transported?

The Kentucky Transportation Cabinet has implemented a one-to-one patient ride policy and has discontinued pooled or shared rides to doctor's appointments.

Transportation vehicles are also subject to strict sanitation policies that require vehicle interiors and exterior doors and railings to be completely wiped down with disinfectant wipes after each trip. Vehicles are also being sanitized using a fogger.

## How does transportation work for patients on Medicaid in Kentucky?

Non-emergency transportation delivery services are coordinated through the Kentucky Office for Transportation Delivery. Patients or providers can call 1 (888) 941-7433 to arrange transport with an approved transportation broker.

## Will transport companies transport COVID-19 positive patients?

At this time, transportation companies in Kentucky are not transporting patients to dialysis who have tested positive for COVID-19. Facilities will have to call their local EMS providers. You can call the Kentucky Board of EMS with questions about EMS providers at (859) 256-3565. Access the EMS Directory [here](#).

## What if a patient's transportation provider discontinues service or refuses to transport a patient?

A patient's Medicaid transportation broker or the Kentucky Cabinet for Health and Family Services should be able to help you arrange alternative transportation options for patients. You can reach the Cabinet for Health and Family Services, toll free, at (800) 635-2570.

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## What other resources are available to arrange alternative transportation options for patients?

Your local 211 Service can be of help to connect both patients and providers to transportation options.

The Local Public Transit Authority in your county or city can also transport patients to their appointments. Click [here](#) to access contact information for the public transportation agency that serves your county and region.

Your local and County Department of Health can be an invaluable connection to help patients navigate transportation resources available to them locally.

## What if we are unable to secure transportation for a patient needing to get to their dialysis appointments using the above methods?

If all other attempts to secure transportation for a patient have failed, your next point of contact should be your county Emergency Management Agency (EMA). Click [here](#) for a printable map with contact information on Kentucky's local EMA offices.

In the event of a large-scale emergency, the Emergency Management Agency coordinates activities such as public official alerts, care and shelter, evacuation, search and rescue, resource mobilization and recovery. They will be familiar with the state of transportation in your local area and able to assist you in securing transportation for patients. You can visit the Kentucky Emergency Management website [here](#).

## Questions about transportation in Kentucky or these FAQs?

Reach out to the ESRD Network for more information or visit our online, searchable transportation database for Kentucky [here](#).

This database features up-to-date information about transportation changes and community resources as soon as it becomes available, so be sure to check back often.



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