

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

**The ESRD Network is here to help.** Transportation is a critical part of patient care. The IPRO End-Stage Renal Disease 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 Ohio Department of Medicaid and the Ohio Department of Job and Family Services are working to coordinate transportation resources. Although public and private transport companies are operational and providing transportation to dialysis patients, some of these transport companies will not transport COVID-19 positive patients.

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

The Ohio Department of Medicaid has implemented sanitation policies recommended by the Centers for Disease Control. Vehicles are being sanitized with disinfectant wipes and solutions, and demarcations with tape are being used to ensure appropriate social distancing in pooled or shared rides.

Non-emergency transportation delivery services are coordinated by your patients' managed care plan or MyOhio care plan (Molina, Buckeye, Caresource, etc.). Click [here](#) to access a printable resource that lists transportation contact numbers by managed care plan. You can also call the Ohio Medicaid Hotline at 1-800-324-8680.

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

At this time, the ability to transport COVID-19 positive patients varies by county and transportation provider.

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

A patient's managed care plan or the Ohio Department of Medicaid should be able to help you arrange alternative transportation options for patients. You can reach the Ohio Medicaid Hotline toll-free at 1-800-324-8680.

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

The Ohio Department of Job and Family Services helps to coordinate transportation for patients and other eligible individuals. Click [here](#) to find the office that serves your county.

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 find the websites and contact information for the public transportation agency that serves your county and/or region.

Your local and county department of health can be an invaluable resource to help your patients navigate transportation options 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 resource with contact information for Ohio's local EMA offices.

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

## **Questions about transportation in Ohio or these FAQs?**

Reach out to the IPRO ESRD Network of the Ohio River Valley for more information or visit our online, searchable transportation database for Ohio [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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