



End-Stage Renal Disease
Network Program

Emergency Preparedness for ESRD Patients Through Community Partnerships

October 18, 2022



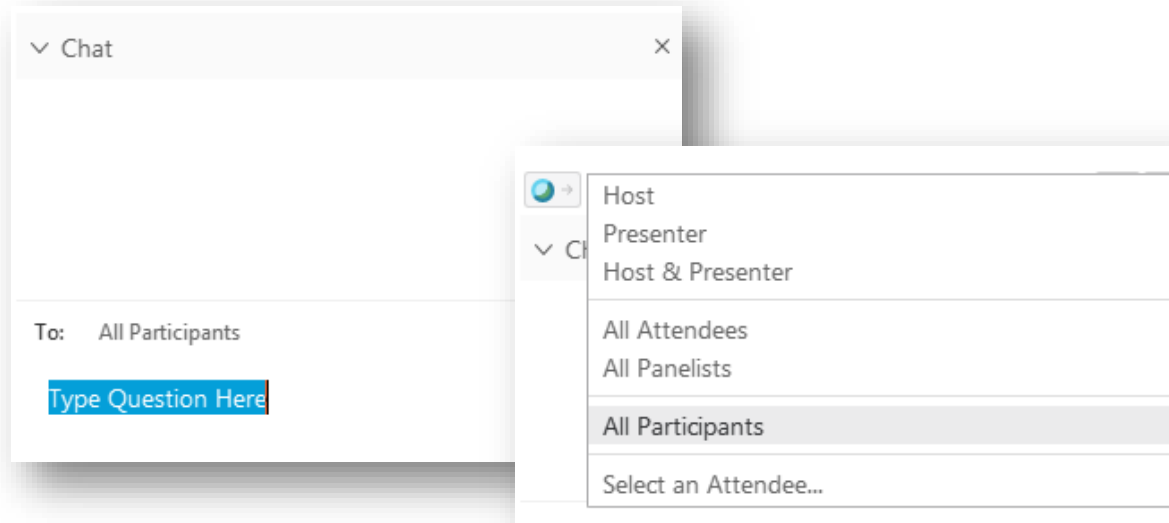
Agenda Topics

- Welcome
- IPRO ESRD Network of the South Atlantic
 - Conditions for Coverage
 - Emergency Preparedness, Mitigation, and Response
 - Critical Assets Survey (CAS) State Report
 - ESRD Emergency Hub Mobile App
- Healthcare Coalitions
 - State of Georgia Resources
 - Emergency Management Agency
- Non-Emergency Medical Transportation (NEMT)
 - Policy



Meeting Reminders

- All phone lines have been muted to avoid background noise
- Be present and engaged in the presentations
- Be prepared for active participation in the WebEx chat board
- This WebEx is being recorded and will be available on the Network Website





<https://esrd.ipro.org/events/meeting-materials/>



[Submit a Help Desk Ticket](#) [Grievances](#) [Emergency Operational Status Report](#) [IPRO Learn](#) [IPRO](#)



End-Stage Renal Disease
Network Program

Search...

[Home](#) [About](#) [Patients & Family](#) [Providers](#) [Emergency Management](#) [Quality Improvement](#) [Events](#) [ESRD Help Desk](#)

MEETING MATERIALS

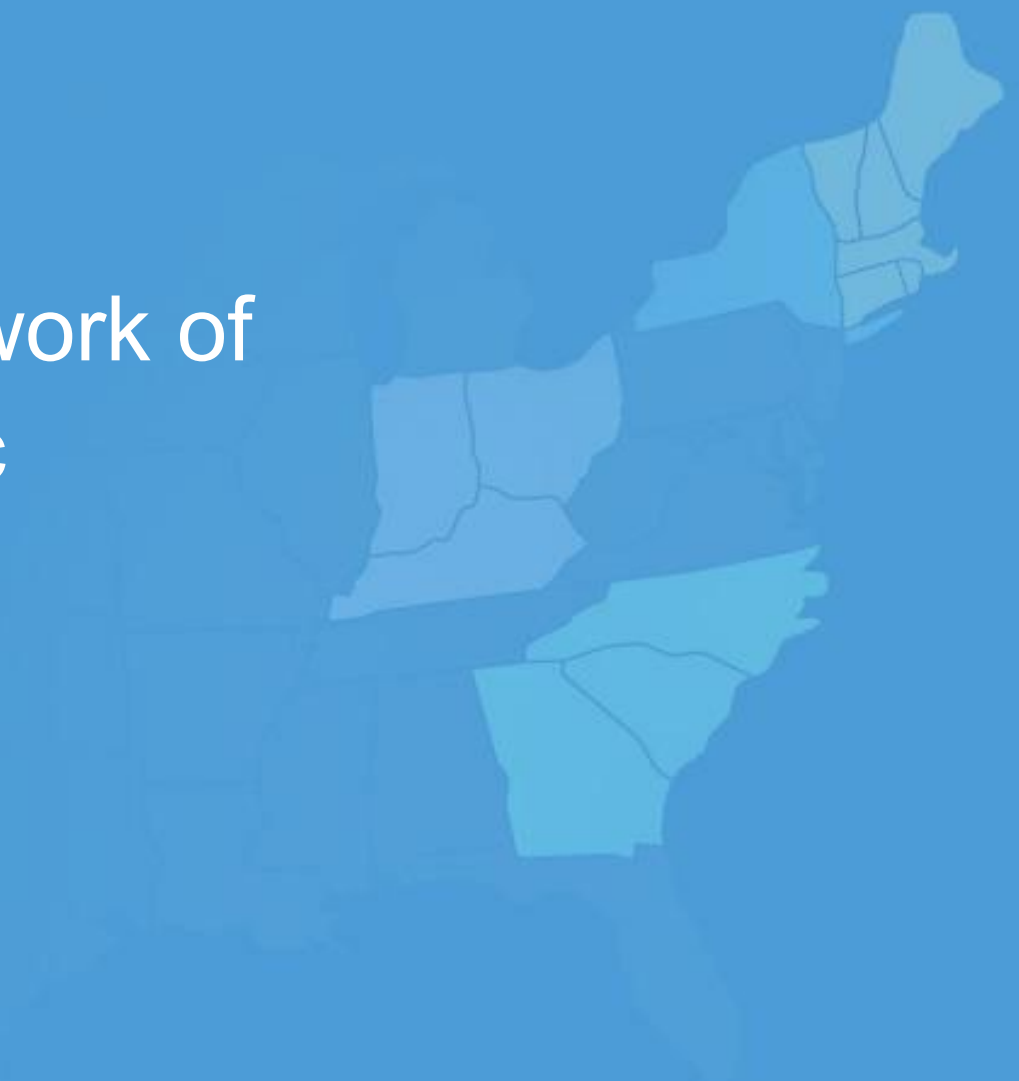
IPRO hosted meeting flyers, registration, agendas, slides, and other meeting materials are posted prior to an event when available. Presentation recordings may take up to 7 days post event to become available.

OCTOBER 2022

WEBEX: Tuesday, October 18, 2022, 2:00-3:00 PM
Emergency Preparedness for ESRD Patients Through Community Partnerships

- [Event Flyer](#)
- [Registration](#)
- [Presentation Slides](#)
- WebEx Recording: Coming Soon!

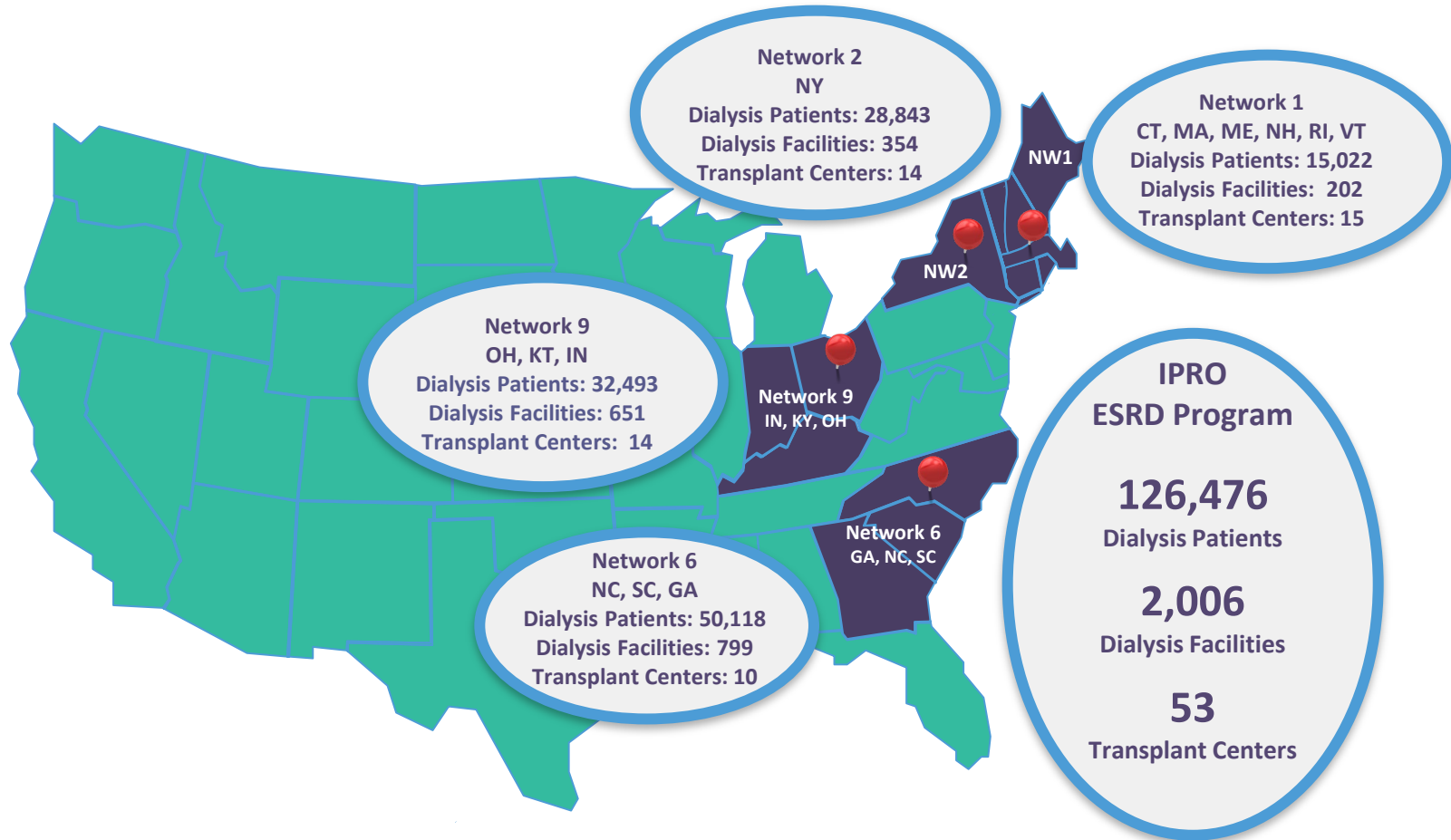
IPRO ESRD Network of the South Atlantic (Network 6)



Mission Statement

The Mission of the IPRO End Stage Renal Disease (ESRD) Network Program is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.

IPRO ESRD Network Program - Service Areas



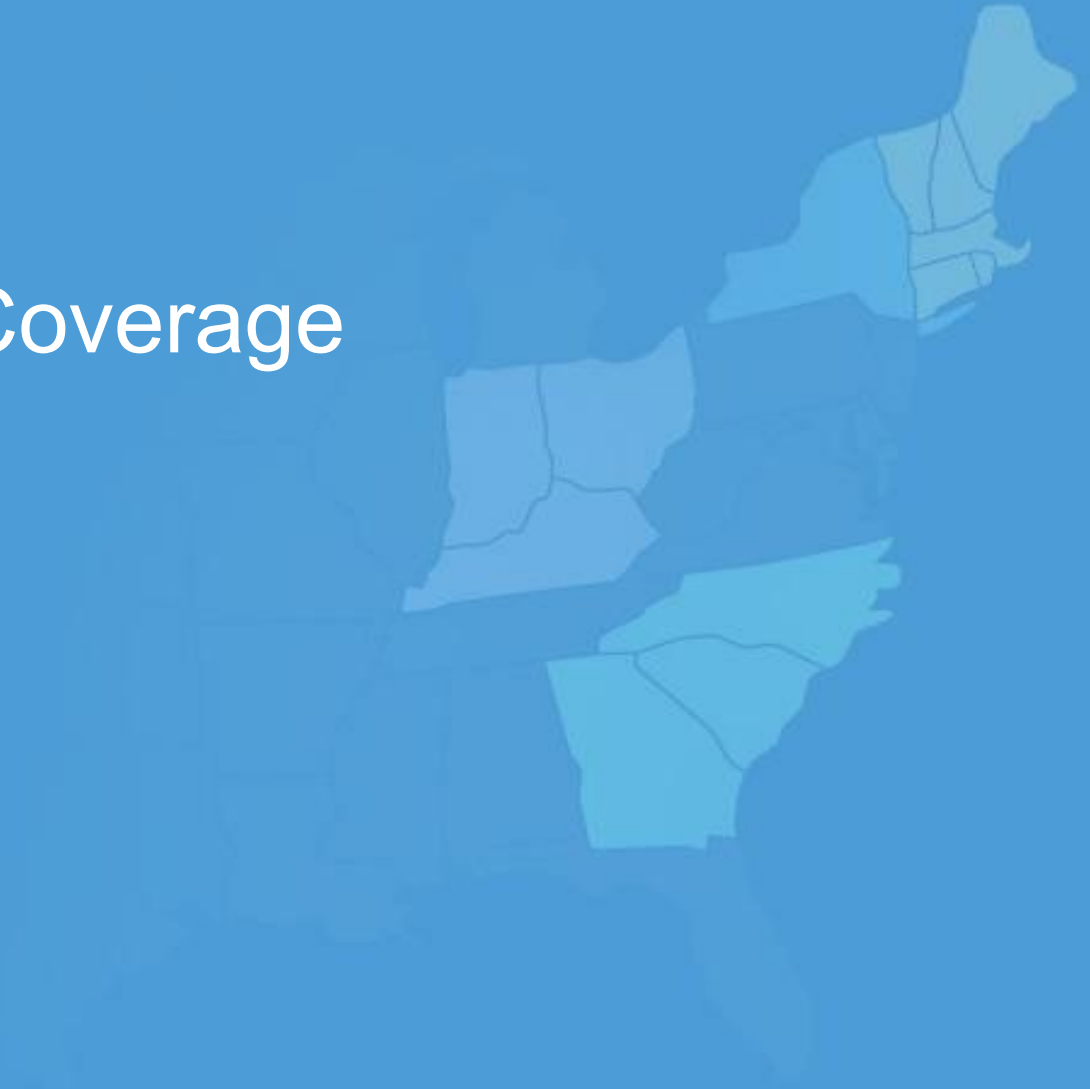
Danielle Daley, MBA
Executive Director, Network 6
Emergency Management
Incident Commander
danielle.daley@ipro.us



Julia Dettmann, BSW
Emergency Management
Coordinator
julia.dettmann@ipro.us



Conditions for Coverage Requirements





Conditions for Coverage (CfC)

- ESRD facilities are certified for inclusion in the Medicare Program under the Conditions for Coverage
- Survey and Certification provides initial certification of each dialysis facility and ongoing monitoring to ensure that facilities continue to meet requirements
- Code of Federal Regulations <https://www.govinfo.gov/content/pkg/CFR-2018-title42-vol5/xml/CFR-2018-title42-vol5-part494.xml#seqnum494.62>
 - § 494.62 Condition of Participation: Emergency Preparedness



CfC Emergency Preparedness Requirements

- Federal, State, and local emergency preparedness requirement compliance to manage fires, equipment or power failures, care-related emergencies, water supply interruption, and natural disasters
- Establish and maintain an emergency preparedness program that meets the specified requirements
- The emergency preparedness program must include, but not be limited to, the following elements:
 - Emergency Plan
 - Policies and Procedures
 - Communication plan
 - Training, testing, and orientation
 - Integrated healthcare systems



Updated Emergency Preparedness Guidelines

- On September 30, 2019, the Centers for Medicare & Medicaid Services (CMS) published updates to the Medicare and Medicaid Programs

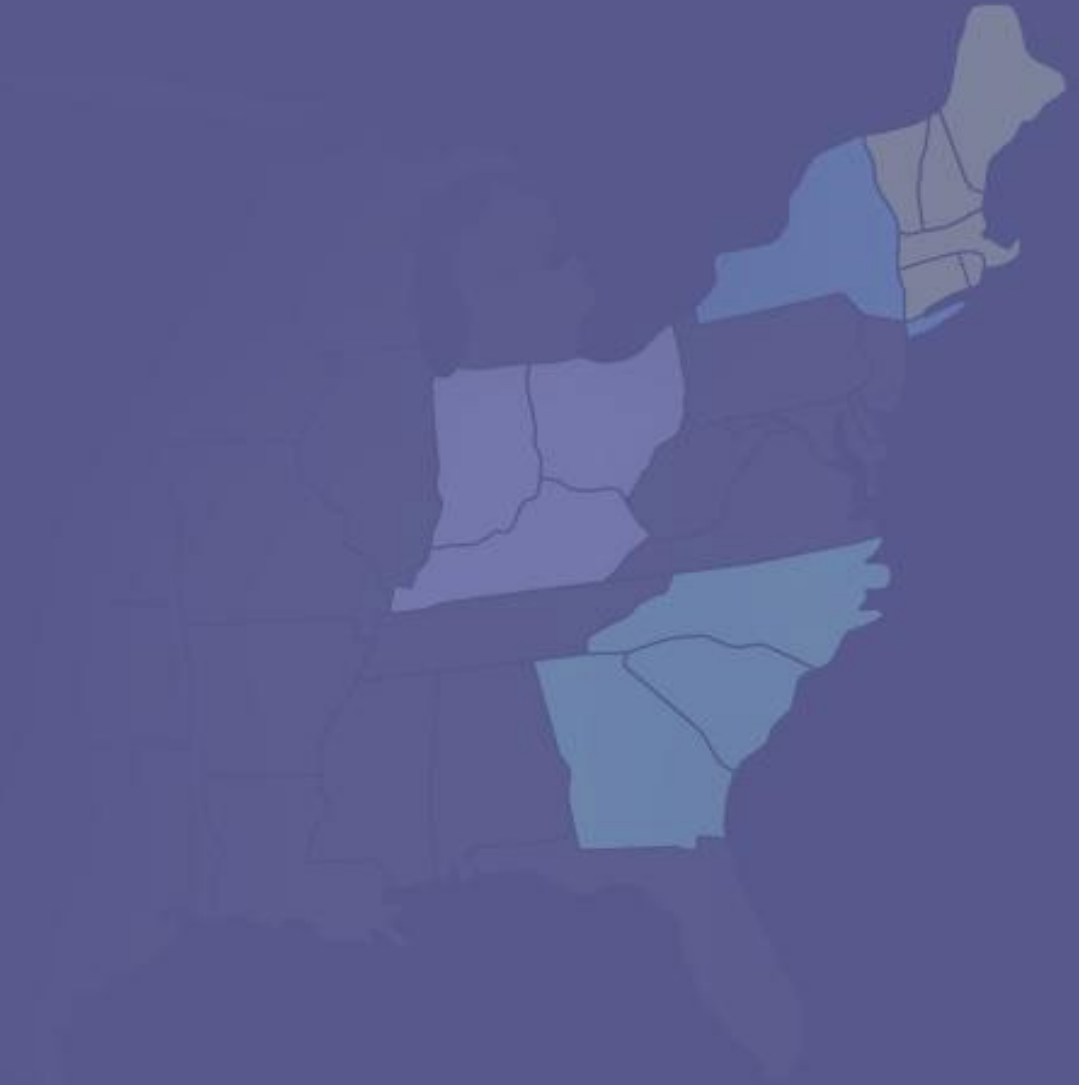
<https://www.federalregister.gov/documents/2019/09/30/2019-20736/medicare-and-medicaid-programs-regulatory-provisions-to-promote-program-efficiency-transparency-and>

- Guidance related to the Emergency Preparedness Testing Exercise Requirements-Coronavirus Disease 2019 (COVID-19)

<https://www.cms.gov/files/document/qso-20-41-all.pdf>

- Updated CMS Emergency Preparedness Final Rule (effective March 26, 2021)
<https://esrd.ipro.org/wp-content/uploads/2021/05/aspr-tracie-cms-ep-rule-esrd-requirements.pdf>

Emergency Preparedness, Mitigation, and Response





What is an Emergency?

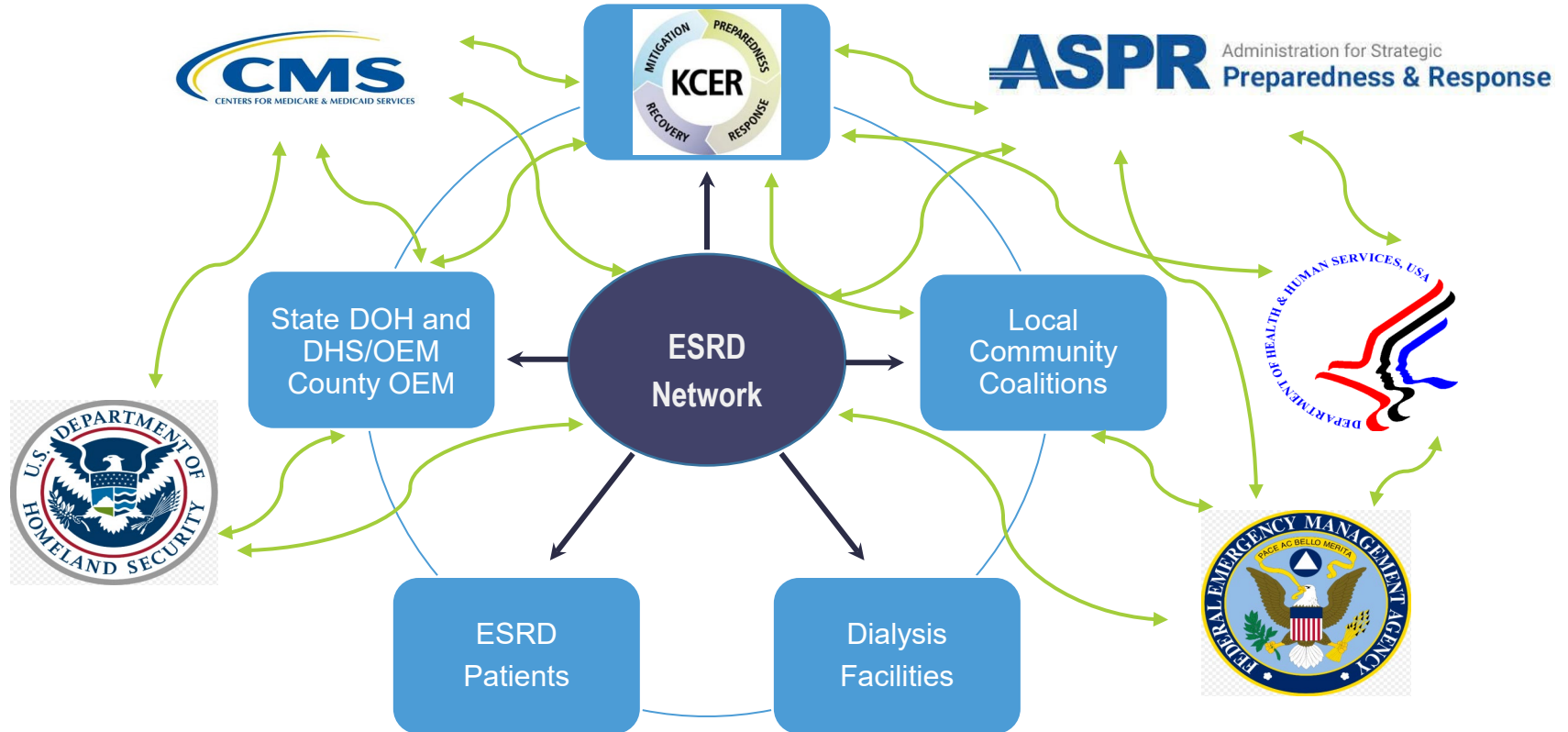
“A serious, unexpected, and often dangerous situation requiring immediate action”

Emergencies can be Local, State Level, Regional or National.

- Facility Closed/Altered (Water, Power, Structural)
- Public Health Issues (COVID-19)
- Weather Event (Local, State or Regional)
- Man Made Event (Terrorism, Saline Shortage)
- Transportation Event (Bridge Collapse, Company Closure)
- Communications Event (Phone/Internet Outage)



Community Partners





Emergency Preparedness, Mitigation, & Response

Network Responsibilities

- Networks are the foundation of ESRD Emergency Management in collaboration with the Kidney Community Emergency Response (KCER) national response coordination contractor
- Networks monitor conditions that impact a facility's ability to provide service to dialysis patients
- Networks establish relationships with state emergency management officials and healthcare coalitions
- During an emergency, Networks:
 - Work to identify challenges and barriers impacting patients and facilities
 - Collaborate with emergency response stakeholders at the local level to re-establish interrupted services



Emergency Preparedness, Mitigation, & Response

Network Role in Emergency Management

- Watch, Activate Internal Staff, Communicate with the Centers for Medicare & Medicaid Services (CMS) and KCER
- Email warnings/alerts/reporting reminders to ESRD providers and partners
- Collect open/closed/altered treatment status from facilities
- Provide to KCER an Emergency Situation Status Report (ESSR) for all facilities in impacted area
- Ensure CMS is aware of all challenges and barriers in the area experiencing the emergency
- Contact and collaborate with local and state emergency officials
- Ensure that all patient and facility needs are identified and that resources are located during emergent events



Emergency Operational Status Reporting

Facility Responsibilities

- REPORT Closed/Altered Status
- Use the Closed/Altered Reporting Link:

<https://redcap.ipro.org/surveys/?s=R8K7RWETHM>

The screenshot shows the top portion of the IPRO website. At the top is a grey navigation bar with social media icons (Facebook, Twitter, Instagram, LinkedIn, YouTube) on the left, and links for "Submit a Help Desk Ticket", "Grievances", "Emergency Operational Status Report" (circled in red), "IPRO Learn", and "IPRO" on the right. Below this is a white section with the IPRO logo and "End-Stage Renal Disease Network Program" on the left, and a "Search..." input field on the right. A secondary navigation bar contains links: "Home", "About", "Patients & Family", "Providers", "Emergency Management", "Quality Improvement", "Events", and "ESRD Help Desk". The main content area features a collage of four images: a building, the Statue of Liberty, a pineapple-shaped fountain, and a city skyline at night. A dark blue banner at the bottom of the collage reads "EMPOWERING MORE THAN 132,000 RENAL PATIENTS IN 13 STATES".



Emergency Operational Status Reporting

Why Necessary?

- Network reports to CMS, State and local OEMs during events
- Assists in placing patients as needed
- Provides Situational Awareness in an emergency

NOTE: Facilities should also be communicating with DPH about interrupted service

The screenshot displays the 'IPRO ESRD Network Program: Emergency Operational Status Report' form. The form is divided into several sections: 'FACILITY INFORMATION', 'PATIENT INFORMATION', and 'Brief description of event and mitigation plans'. The 'FACILITY INFORMATION' section includes a dropdown menu for 'Select your Network from the dropdown menu below:' and a text field for 'If your CCN and Facility Name is NOT listed above, please list CCN, Facility Name and Address below:'. The 'PATIENT INFORMATION' section includes a section for 'Have you provided any of the following information to patients in preparation for this event?' with checkboxes for '3 Day Emergency Diet', 'Hurricane Preparedness Tip Sheet', 'Facility Emergency Contact Information', 'Organization Specific Emergency Preparedness Resource', and 'Other'. It also includes a section for 'Have all patients been contacted and/or accounted for?' with radio buttons for 'Yes' and 'No'. The 'Brief description of event and mitigation plans' section includes a list of event types with checkboxes: 'Power Outage', 'Water Issues (RO, municipal water, etc.)', 'Renovations/ Remodeling', 'Positive Cultures', 'Wind Storm/Damage', 'Flash Flooding', 'Earthquake', 'Winter Weather: Snow/ Ice/ Sleet/ Freezing Rain', 'Hurricane/Tropical Storm', 'Structural Damage', 'Fire Alarm System Failure', 'Hazardous Materials Incident', 'Bomb Threat', 'Evacuation/Relocation of Patients', and 'Other (Specify Below)'. The form also includes a 'Reset' button and an 'Expand' button.

Critical Assets Survey (CAS)

- Annual Critical Assets Survey (CAS)
 - Collected via survey link April-June 2022
 - Represents preparedness activities and resources of dialysis facilities
 - Now available to be updated at any time through the IPRO ESRD Facility Information Management System
<https://c1abd801.caspio.com/dp/4ebb7000068d9ae2c0504631875a>
- Data Used By:
 - Network Emergency Management
 - State Health Department
 - Office of Emergency Management (OEMs)
 - Healthcare Coalitions
- Facility Summary Reports
 - Facility Summary Reports distributed to dialysis facilities in September via IPRO Learn and to state and local partners in October via email



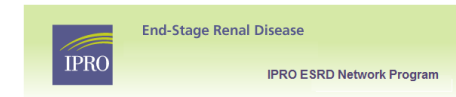
Emergency Preparedness Critical Assets Survey Summary Report

Facility CCN: 112314

Facility Name COLQUITT REGIONAL MEDICAL CENTER DIALYSIS

Contact Information	
Primary EM POC Name	Regional Contact Name Rita Gay
Primary EM POC Email	Regional Contact Email rgay@colquittregional.com
Primary EM POC Phone	Regional Contact Phone 229-454-1411
Back-Up Contact Name Lynsey Bell	Emergency Regional Contact Phone 229-454-1411
Back-Up Contact Email lybel@colquittregional.com	
Back-Up Contact Phone 229-891-6150	
Additional Emergency Contact Name Dean Cosmos	
Additional Emergency Contact Email dcosmos@colquittregional.com	
Additional Emergency Contact Phone 209-770-3417	

Facility Information	
Facility Generator Status	Functioning generator on-site
What type of fuel does your facility generator use?	Diesel
Does your facility have water treatment back-up capabilities? (i.e. Di tanks, water delivery, etc.)	No
Which backup communication system does your facility utilize when land line phones are not working?	2 Way Radio
Other (please specify)	Unchecked
Do you have the capability to change the voicemail message of your phone system during an emergency to provide information on your open/closed status and what number a patient should call for information?	Yes



The IPRO ESRD Facility Contacts Management System is the Network's source for facility personnel contact information. Sign in to the system to review and make changes to staff associated with your facility.

Login ID: IPROESRD

Password: Facility 6 digit CCN number

Once logged in you will be able to add, edit, and delete facility staff information.

If you need additional assistance, please submit a ticket using [IPRO ESRD Customer Support Portal](#).

Login ID (Type: IPROESRD) ?

Password/CCN No. ?

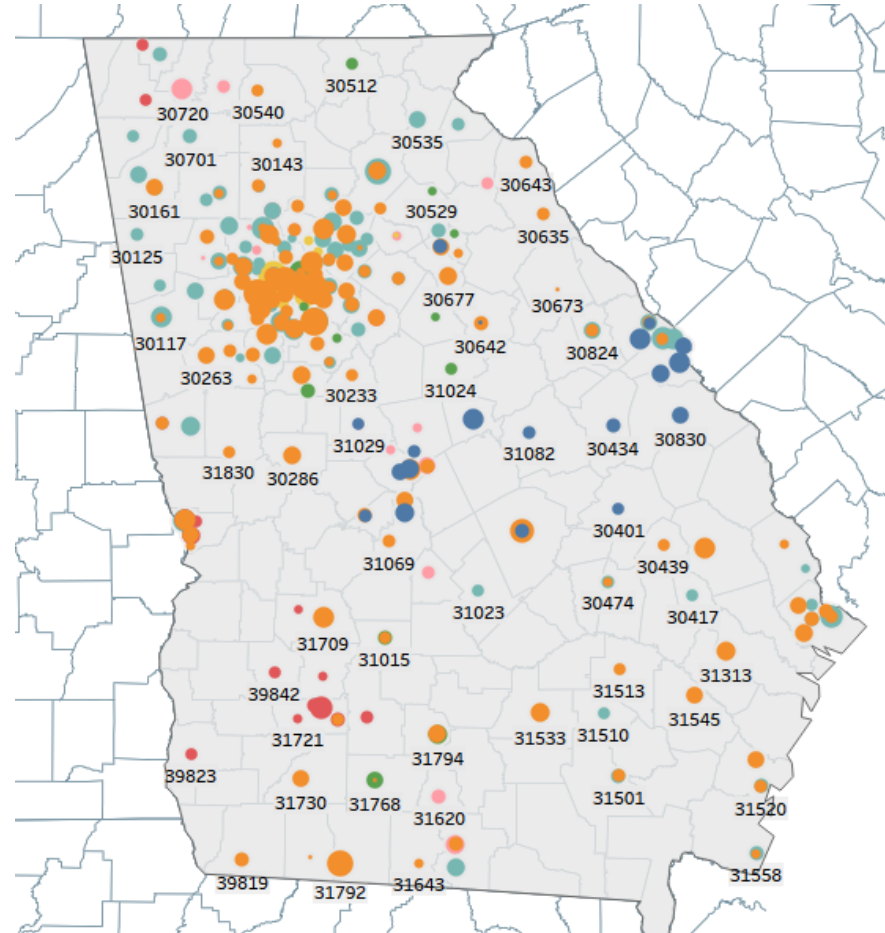
Your Facility's 6 Digit CCN Number

Login

Critical Assets Survey (CAS) State Report

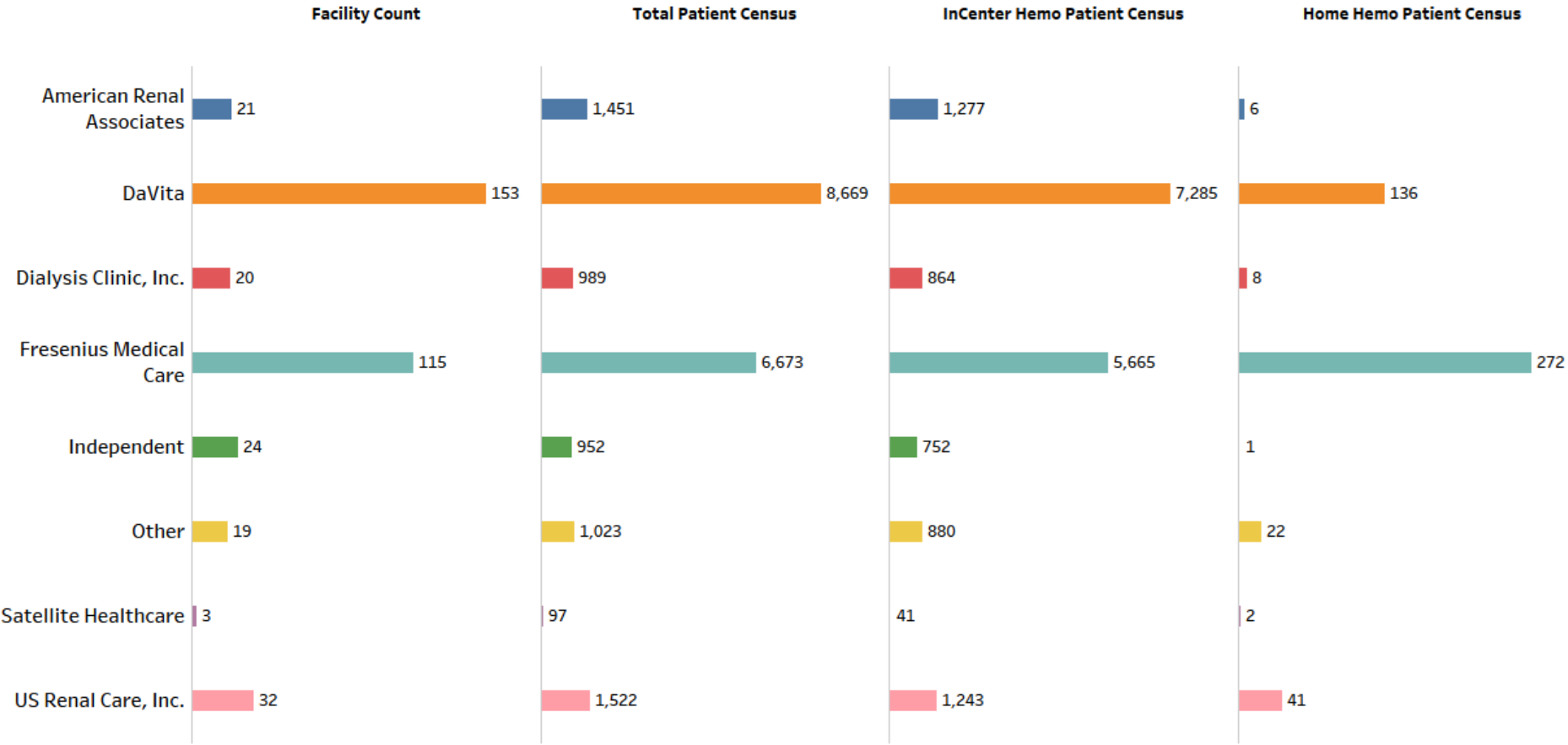


Georgia Facility Affiliation Map



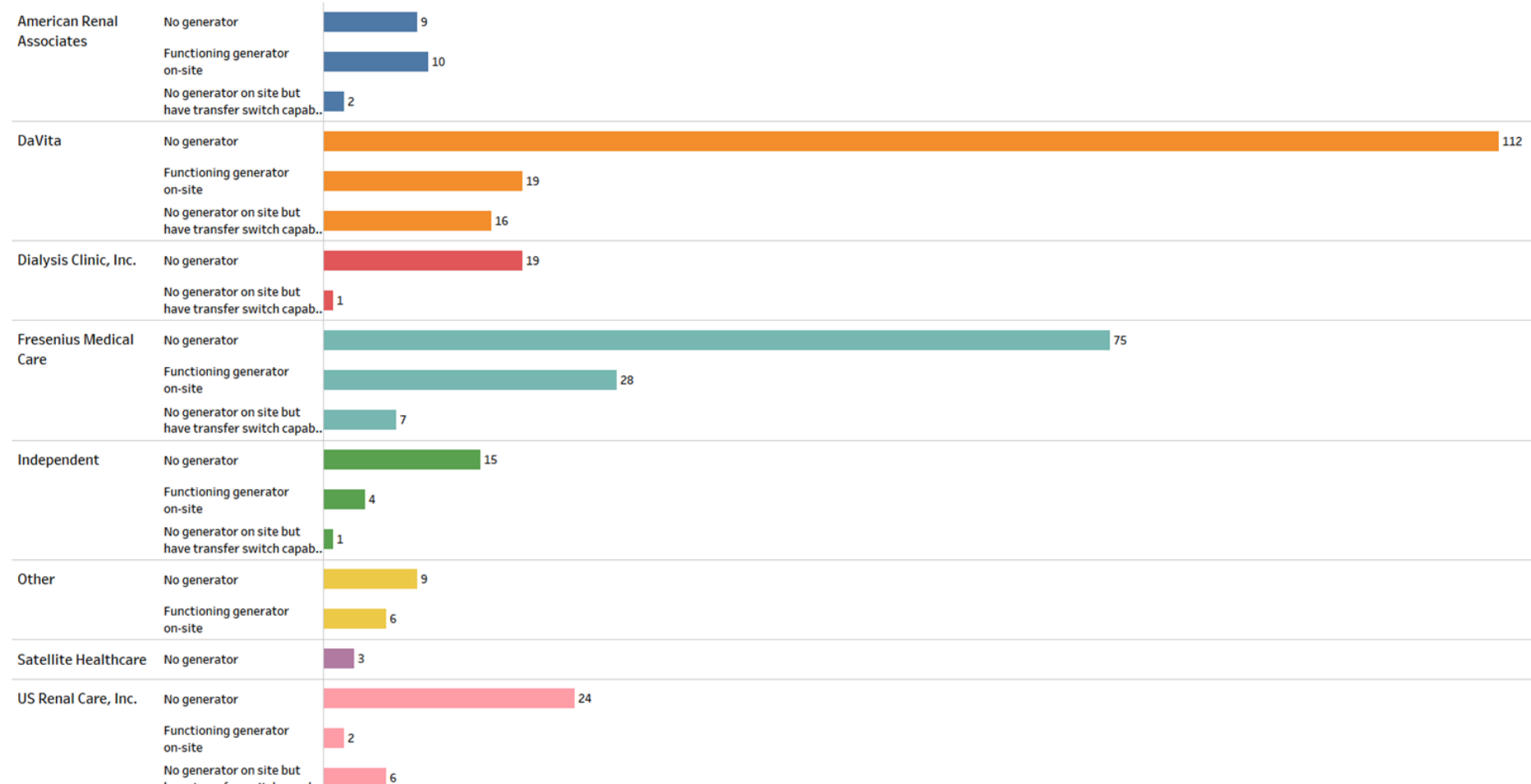


Dialysis Affiliation Census





Backup Capabilities by Affiliation





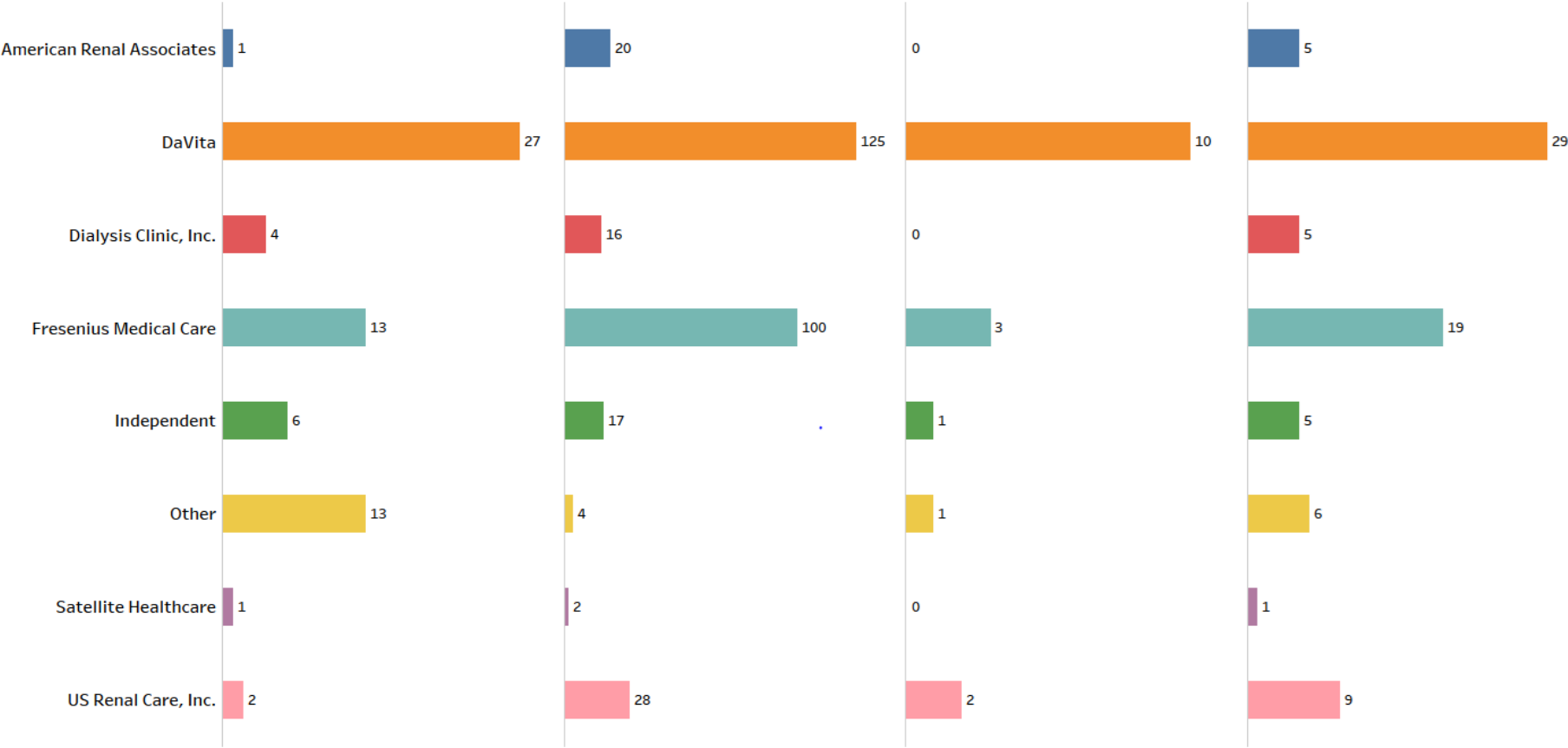
Emergency Education Provided to Patients

Annually

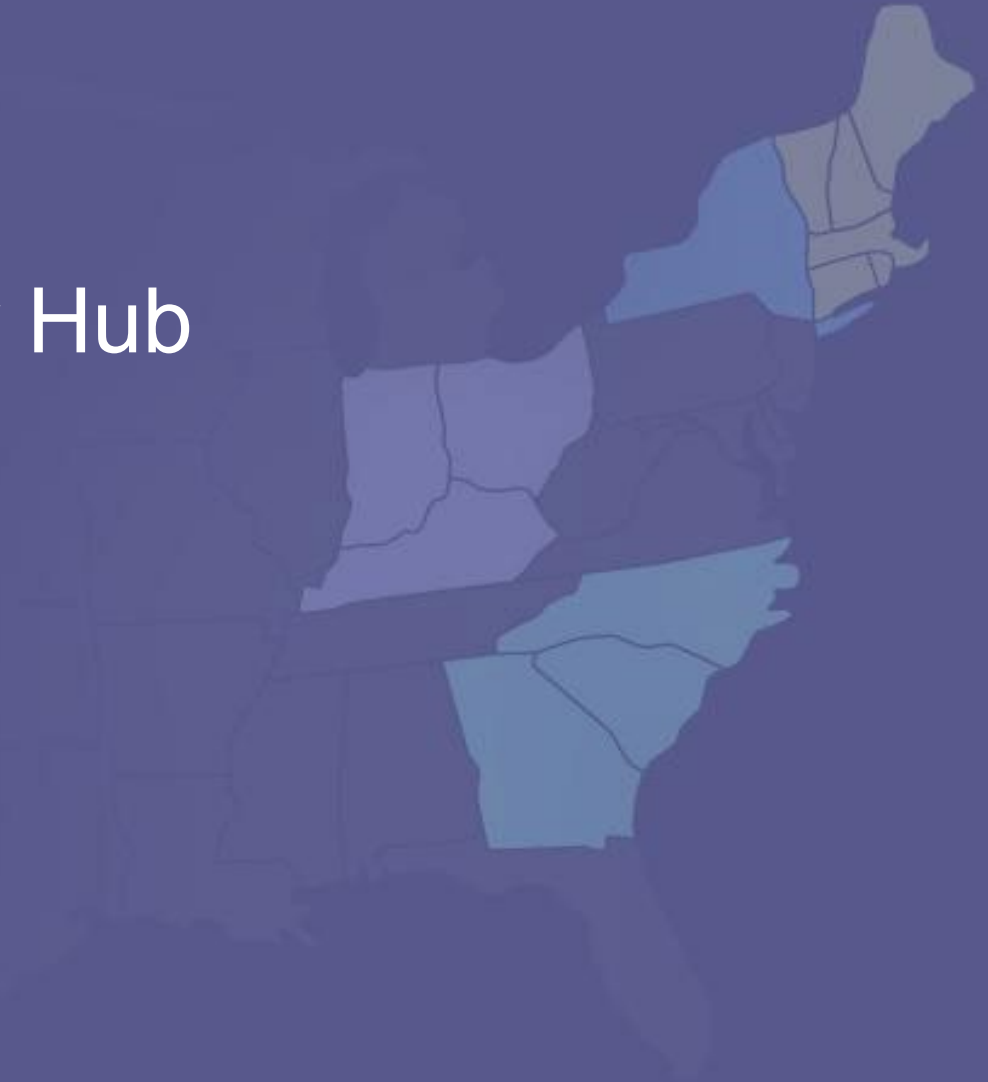
Quarterly

Monthly

Prior To Event



ESRD Emergency Hub Mobile App



Introducing

The ESRD Emergency Hub Mobile app



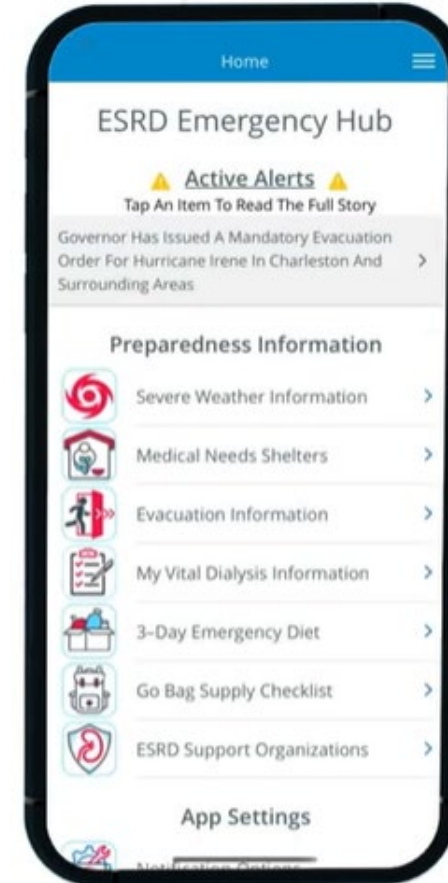
Live as of
9/16

- A FREE collection of resources and tools created by kidney care and emergency management experts.
- The information you need to stay safe and healthy during any emergency.
- Always at your fingertips on your smartphone or tablet.
- Easily create, store, and find your treatment information, emergency resources, and needed phone numbers.
- In an emergency, receive critical information in real time, based on your location, and from trusted sources.



ESRD Emergency Hub Application Features

- Emergency notifications
- Emergency and healthcare support organization's contact information
- My Vital Dialysis Information, prescriptions, and checklist
- Go bag supply checklist
- 3-Day emergency diet plan and shopping list
- Evacuation information page
- Medical needs shelter information page
- Severe weather information page





Professional & Patient Educational Flyers

Professional

- Display the flyer in staff break rooms
- Provide handout flyer to staff, providing staff education on why the app is important to promote to patients
- Discuss with staff the information they can provide to patient to complete their personal My Vital Dialysis Information

Patient

- Display the flyer on educational boards or high traffic areas of facility
- Provide handout flyer to patients during treatment, encourage them to download the app
- Assist patients with having information needed to complete their personal My Vital Dialysis Information

Concerned about how your dialysis and kidney transplant patients will stay safe and healthy during the next emergency?





Download the app or watch a video by visiting esrdemergencyhub.ipro.org, or use the camera on your smartphone or tablet to scan this code.



INTRODUCING... The ESRD Emergency Hub

- ✓ FREE resources and tools guide renal patients in creating, storing, and accessing vital health information.
- ✓ During an emergency, sends patients critical alerts in real time, based on their location.
- ✓ Provides shelter services.
- ✓ The always.

Please ensure this vulnerability is protected.

The ESRD Emergency Hub is managed by the IPRO ESRD Network Program.

Prepare now! Stay safe and healthy during the next emergency.

Do you know what you'll do if your dialysis facility is closed or other medical services are interrupted?





Download the app or watch a video to learn more. Visit esrdemergencyhub.ipro.org. Or use the camera on your smartphone or tablet to scan this code.



INTRODUCING... The ESRD Emergency Hub

- ✓ FREE resources and tools help you easily create, store, and find your treatment information, emergency resources, and needed phone numbers.
- ✓ During an emergency, receive critical alerts in real time, based on your location.
- ✓ Always at your fingertips on your smartphone or tablet.

Start creating your emergency plan today.

The ESRD Emergency Hub mobile app was developed under a grant from the SC Lowcountry Healthcare Coalition and is managed by the IPRO ESRD Network Program. v12 8/2022



Emergency Hub Educational Video

- 3-minute video provides overview of the mobile app
- Available on YouTube: https://www.youtube.com/watch?v=hyA_KPASN8I
- Stream video on TV in lobby or chairside



Questions?
Comments?



Emergency Preparedness

Georgia Department of Public Health

DPH's Healthcare Preparedness Program

We partner and plan with healthcare organizations, and other state, federal and local agencies to ensure the continuity of Georgia's healthcare system before, during, and after emergencies and disasters.

Our Goal is to ensure Georgians have Access to Critical Medical Care before, during, and after any disruptions that effect our State.



End-Stage Renal Disease
Network of the South Atlantic

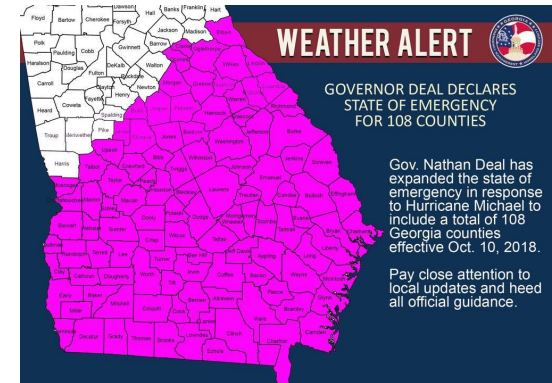


Who Are Our Partners

Georgia's Hazards and Vulnerabilities

Georgia regularly faces many types of natural and man-made disasters

- Hurricanes
- Tornadoes
- Wildfires
- Floods
- Hazardous Materials
- Winter Weather
- Disease Threats (Pandemic)



Healthcare Coalitions

Georgia's Healthcare Coalitions



What is a Healthcare Coalition?

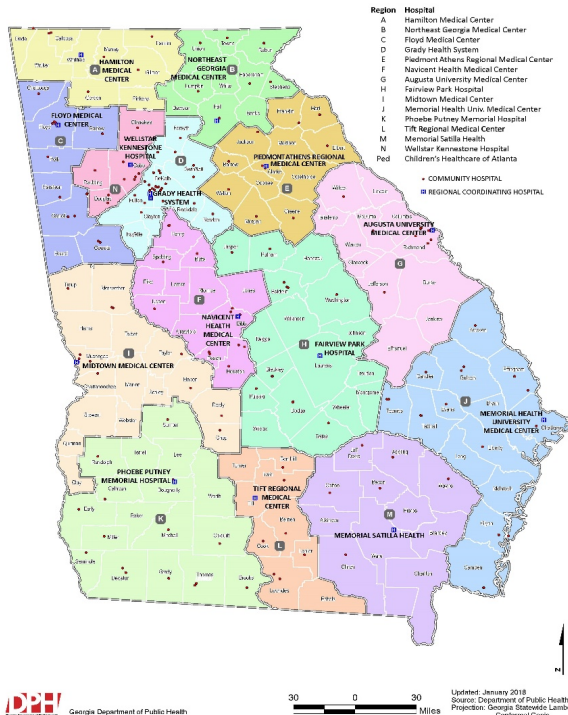
A **collaborative** network of **healthcare organizations** and **response partners** that serve as a multiagency **coordinating** group to **assist** with **preparedness, response, recovery, and mitigation** activities related to healthcare organization disaster operations.

What is Our Goal?

To communicate and coordinate with all partnering agencies and organizations to ensure the continuity of operations within our State's healthcare system.

Georgia Coalition Overview

Healthcare Coalitions



• 14 Healthcare Coalitions

- Each Coalition has a Regional Coordinating Hospital
- Coalition Facilitator
- Coalition Coordinator- Regional Coordinating Hospital
- Executive Committee
- Plan, train, exercise, equip, respond, coordinate, communicate
- **1 specialty hospital - CHOA

Coalition Coordinator

- Representative of the Regional Coordinating Hospital (RCH)
- Managing the Coalition is not their fulltime job
- Works in partnership with the Regional Coalition Facilitator
- Provides outreach and support to coalition members
- Plans coalition sponsored meetings, exercises and activities
- Manages Regional Caches purchased with Coalition Funds
- Oversees the Coalition's Executive Committee

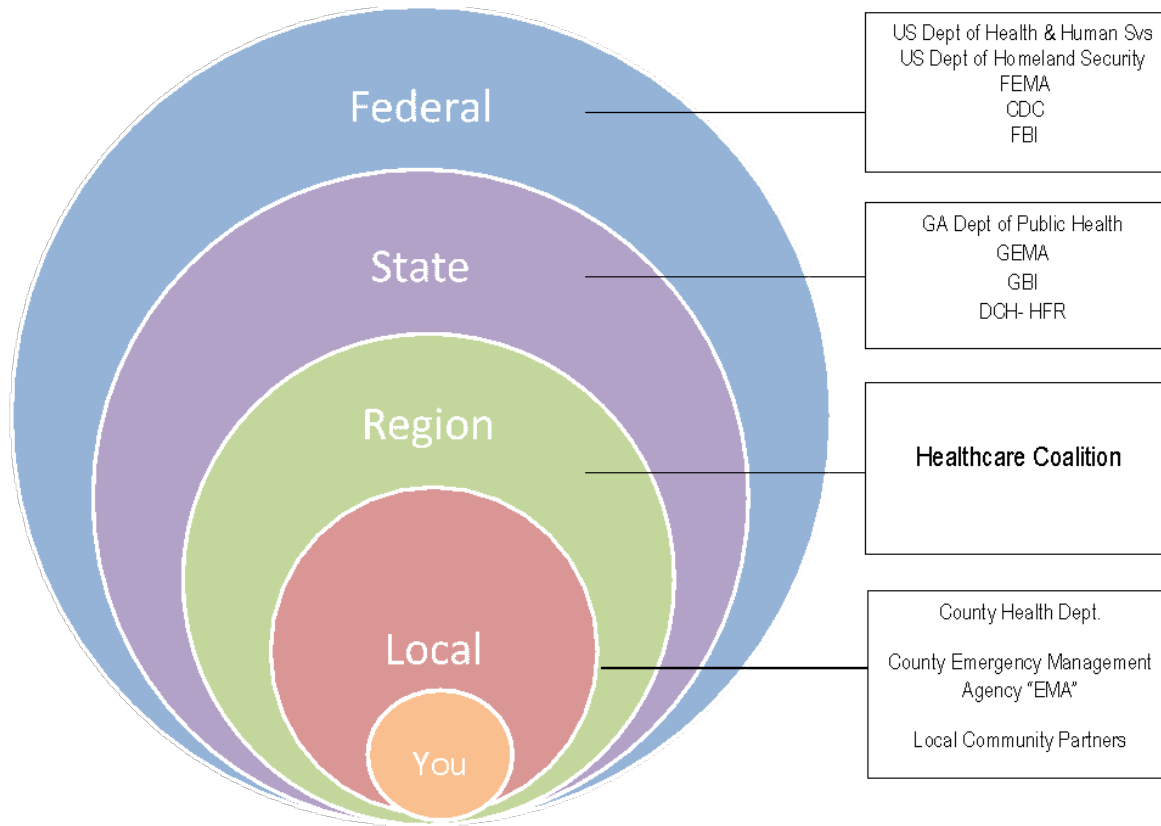
Coalition Facilitator

- Managing their respective Regional Coalition is their full-time job
- Works in partnership with the Regional Coalition Coordinator
- Provides outreach and support to coalition members
- Plans coalition sponsored meetings, exercises and activities
- Manages Regional Caches purchased with Coalition Funds
- Oversees the Coalition's Executive Committee

Coalition Sponsored Activities

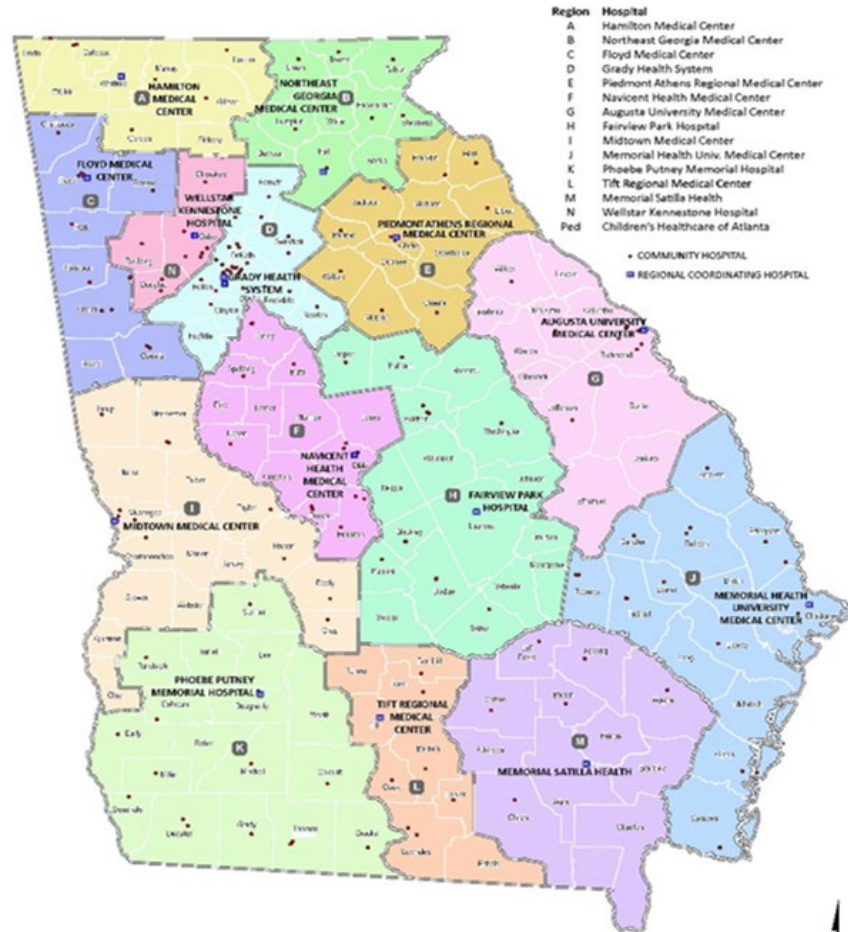
- Regional coordination plans
- Quarterly meetings
- Trainings
- Regional exercises
- Purchased items for regional caches (examples):
 - Portable air conditioners/heaters
 - Generators
 - Fans
 - Personal Protective Equipment
 - Moulage supplies
 - Emergency lighting kits
 - Weather radios





Connecting to the Emergency Preparedness Community

Contacting Your Local Coalition



Coalition Leaders – September, 2022

District/ Region	Coalition Coordinator	Coalition Facilitator
1-2 Region A	Jerry Tatum - Hamilton Medical Center 1200 Memorial Drive Dalton, GA 30722 Office: 706-272-6081 Cell: 423-853-9808 jtatum@hhs.org	Darryl Camp 1710 Whitehouse Court Dalton, GA 30720 Office: 706-529-5741 ext. 1101 Cell: 423-785-7514 Darryl.Camp@dph.ga.gov
2 Region B	Darrell Townsend - Northeast Georgia Health System 743 Spring Street, NE Gainesville, GA 30501 Office: 770-219-5107 Cell: 770-540-5560 darrell.townsend@nghs.com	Donna Sue Campbell 1280 Athens St. Gainesville, GA 30507 Office: 770-535-8989 Cell: 770-851-3089 DonnaSue.Campbell@dph.ga.gov
4 Region C	Ben Rigas , Atrium Health Floyd 304 Turner McCall Boulevard Rome, GA 30165 Office: 706-509-8823 Cell: 706-766-4949 benjamin.rigas@atriumhealth.org	Brenda Shields 6 Falcon Drive Suite 108 Peachtree City, GA 30269 Cell: 706-302-2531 Brenda.Shields@dph.ga.gov
1-1		Elizabeth "Dawn" May 1309 Redmond Road Rome, GA 30165 Office: 706-295-6733 Cell: 706-584-1942 Elizabeth.may@dph.ga.gov
3-2 Region D	Lori Wood - Grady Health System 80 Jesse Hill Jr. Dr. SE – 2E002B Atlanta GA 30303 Office: 404-616-1285 Cell: 770-826-0744 lwood@gmh.edu	Patrice Ray 10 Park Place South, SE, Suite 432 Atlanta, GA 30303 Office: 404-612-1524 Patrice.Ray@fultoncountyga.gov
3-3 Region D	Lori Wood - Grady Health System 80 Jesse Hill Jr. Dr. SE – 2E002B Atlanta GA 30303 Office: 404-616-1285 Cell: 770-826-0744 lwood@gmh.edu	Vacant 1117 Battle Creek Road Jonesboro, GA 30238 Phone 678-479-2003
3-4 Region D	Lori Wood - Grady Health System 80 Jesse Hill Jr. Dr. SE – 2E002B Atlanta GA 30303 Office: 404-616-1285 Cell: 770-826-0744 lwood@gmh.edu	Morgan Harris 2570 Riverside Parkway Lawrenceville, GA 30046 Office: 678-442-6905 Morgan.Harris@gnrhealth.com
3-5 Region D	Lori Wood - Grady Health System 80 Jesse Hill Jr. Dr. SE – 2E002B Atlanta GA 30303 Office: 404-616-1285 Cell: 770-826-0744 lwood@gmh.edu	Latricia Jones 445 Winn Way Decatur, GA 30030 Cell: 678-558-4620 Latricia.jones@dph.ga.gov
10 Region E	Phil Carpenter - Piedmont Athens Regional Med. Ctr. 1199 Prince Avenue Athens, GA 30606 Office: 706-475-3518 Cell: 706-224-7072 Phil.carpenter2@piedmont.org	Elisabeth Wilson 189 Paradise Boulevard Athens, GA 30607-1121 Office: 706-227-7188 Cell: 706-288-4684 Elisabeth.Wilson@dph.ga.gov
5-2 Region F	Steve Ramsey – Atrium Health Navicent 777 Hemlock St. Macon, GA 31201 Office: 478-633-8880 Cell: 478-538-1947 Stephen.ramsey@atriumhealth.org	Litty Varghese Second Street, Suite 1100 Macon, GA 31201 Office: 478-207-1411 Cell: 478-796-0277 Litty.Varghese@dph.ga.gov
6 Region G	Miller Birdsong - Augusta University Medical Center 1120 Fifteenth Street PSS-121 Augusta, GA 30912 Office: 706-728-2148 Cell: 706-533-8881 mibirdsong@augusta.edu	Ella Gardner 1916 North Leg Road Augusta, GA 30909 Office: 706-729-2195 Cell: 706-214-1381 ella.gardner@dph.ga.gov

Coalition Leaders – September, 2022

District/ Region	Coalition Coordinator	Coalition Facilitator
5-1 Region H	Lynn Grant - Fairview Park Hospital 200 Industrial Blvd. Dublin, GA 31021 Office: 478-274-3194 Cell: 478-230-3320 Dianna.Grant@hcahealthcare.com	Megan Craft 105 East Jackson St. Dublin, GA 31021 Office: 478-275-6545 ext. 7778 Cell: 478-595-1475 Megan.Craft@dph.ga.gov
7 Region I	Terry Parish – Piedmont Columbus Regional 710 Center Street Columbus, GA 31901 Office: 706-660-2573 Cell: 706-580-3016 Terry.Parish@piedmont.org	Dareion Hill 2100 Comer Ave Columbus, GA 31902 Office: 706-321-6158 Cell: 706-326-0971 Dareion.hill@dph.ga.gov
9-1 Region J	Jimmy Gordon - Memorial Health University Med.Ctr. 4700 Waters Avenue Savannah, GA 31403 Office: 912-350-8645 Cell: 912-667-1542 Jimmy.gordon@hcahealthcare.com	Susan Malone 420 Mall Blvd Savannah, GA 31406 Office: 912-644-5802 Cell: 912-224-8403 Susan.Malone@dph.ga.gov
8-2 Region K	Julie Miller - Phoebe Putney Memorial Hospital 425 W. 3rd Avenue P.O. Box 3770 Albany, GA 31706 Office: 229-312-2565 Cell: 229-344-4282 jmiller@phoebehealth.com	Patricia Stills 1306 South Slappey, Blvd. Albany, Ga. 31701 Office: 229-518-6616 ext. 6722 (SL) Cell: 229-357-6023 Patricia.stills@dph.ga.gov
8-1 Region L	Eddie Senkbeil 901 East 18 th Street Tifton, Georgia 31794 [PO Drawer 747 Tifton, GA 31793] Office: 229-353-2220 Cell: 229-392-2999 eddie.senkbeil@tiffregional.com	Zakiya Hunter 325 W Savannah Ave Valdosta, GA 31601 Cell: 229-474-9872 Zakiya.Hunter@dph.ga.gov
9-2 Region M	Greg Burd , Memorial Satilla Health 1900 Tebeau Street Waycross, GA 31501 Office: 912-287-6557 Cell: 912-722-7173 Gregory.Burd@hcahealthcare.com	Kristie Holder 1115 Church Street, Suite B Waycross, GA 31501 Office: 912-284-2958 Cell: 912-387-3278 kristie.holder@dph.ga.gov
3-1 Region N	Jennifer Davis - WellStar Kennestone Hospital 677 Church Street Marietta, GA 30060 Office: 770-793-5172 Cell: 770-598-6802 Jennifer.davis3@wellstar.org	Jenaila Hawkins 1650 County Services Parkway Marietta, GA 30008 Office: 770-514-2331 Cell: 678-471-1803 Jenaila.Hawkins@dph.ga.gov
Peds	Kris Mattson - CHOA 1575 Northeast Expressway Atlanta, GA 30329 Atlanta, GA 30329 Office: 404-785-7191 Cell: 908-309-1485 Kristopher.Mattson@choa.org	N/A

Emergency Management Agency – EMA

Emergency Management Agency (EMA)



Emergency Management Agency (EMA)

- Your lead county organization responsible for providing management and coordination of **mitigation, preparedness, response, and recovery** activities within its area of responsibility.



Georgia is a Home Rule State

- All Disasters are handled locally
- State government only gets involved if incident exceeds the local/regional government's ability to respond or recover



Who To Contact When You Need Assistance

1st

Corporate Leadership

2nd

County EMA

3rd

End Stage Renal Disease Network

4th

Healthcare Coalition Facilitator

Fostering a Relationship With Your EMA

- Reach out to your EMA prior to an emergency
- Invite your EMA to tour your facility
- Include your EMA in your facility's exercises
- Ask your EMA to review your emergency plans
- Compare your facility HVA to your county's HVA

<https://gema.georgia.gov/>





Report a Threat



Local EMAs



Ready Georgia

Who is GEMA/HS?

We are the state's preparedness, response, and recovery agency.

We work with public and private sector organizations to prevent and respond to natural and man-made emergencies.

[About Us](#)



Hurricane Season

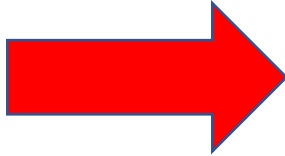
As a coastal state, Georgia is at risk for hurricanes that form in the southern Atlantic Ocean, Caribbean Sea and Gulf of Mexico. Visit <https://gema.georgia.gov/hurricanes> for more information.

[Learn hurricane preparedness tips here](#)



Find a Location

You can also view a map of [GEMA/HS Field and Homeland Security Coordinators](#) for eight regions in Georgia.



Search

Location Name ▲	Address
Appling	259 West Parker Street Baxley, GA 31515
Atkinson	664 Austin Avenue East Pearson, GA 31642
Bacon	307 South Dixon Street Alma, Georgia 31510
Baker	167 Baker Place Newton, Georgia 39870
Baldwin	312 Allen Memorial Drive Milledgeville, Georgia 31061
Banks	557 Thompson Street Homer, GA 30547
Barrow	222 Pleasant Hill Church Road NE

Resources

Everbridge Notification System



- Allows for very fast, efficient and accurate messaging to large groups
 - Automated – replaces phone trees
 - Saves time
 - Grant funded by the ASPR (Administration for Strategic Preparedness and Response) Grant – no cost to your facility
 - Can be done from your cell phone via the ManageBridge app

*** For more information on Everbridge please contact Mallory Garrett at mgarrett@gha.org*

WWW.GHA911.ORG



**** For more information on GHA911, please contact Mallory Garrett at mgarrett@gha.org**



Technical Resources Topic Collection for Dialysis Centers

Must Reads

Dialysis Center Recovery

Education and Training

Event-Specific Lessons Learned

General Resources

Patient Care

Patient Resources

Plans, Tools, and Templates

End Stage Renal Disease Networks

Large Dialysis Organizations

Small Dialysis Organizations (limited list)

Agencies and Organizations

<https://asprtracie.hhs.gov/technical-resources/50/dialysis-centers/47>

- QUESTIONS



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Emergency Preparedness for Non-Emergency Medical Transportation (NEMT)



Presented by:
Kimberly McKnight, NEMT Manager
Department of Community Health

Date: 10/18/2022



Mission:

The mission of the Department of Community Health is to provide access to affordable, quality health care to Georgians through effective planning, purchasing, and oversight.



Purpose:

Shaping the future of A Healthy Georgia by
improving access and ensuring quality to
strengthen the communities we serve.



What is NEMT?

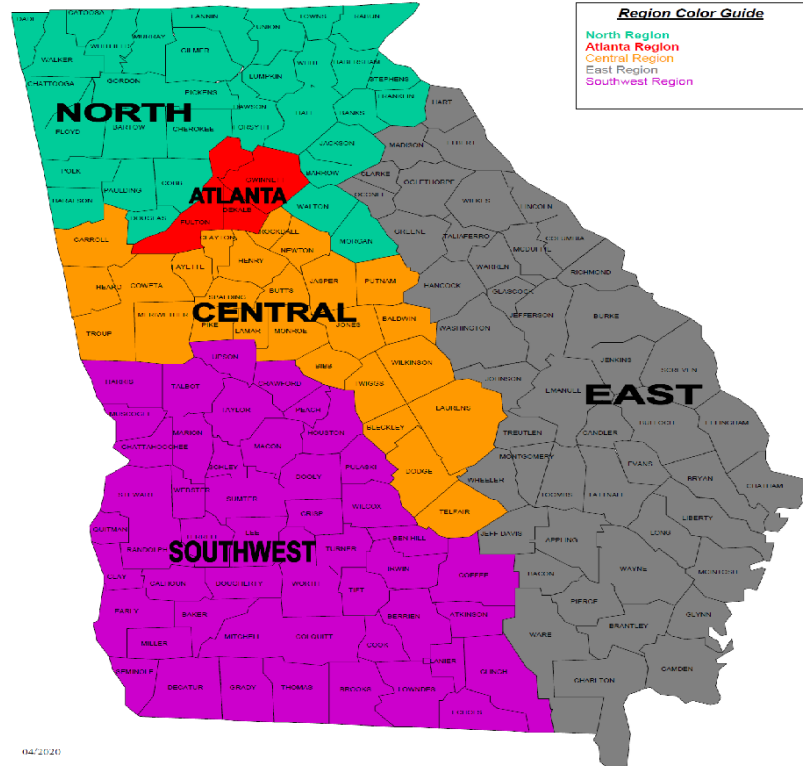
*The Georgia Medicaid Non-Emergency Medical Transportation (NEMT) program provides medically necessary transportation for **eligible** Medicaid members who have no other means of transportation available.*

Transportation is provided only to and from Medicaid reimbursable services for the purposes of :

- ✓ *receiving medical treatment;*
- ✓ *receiving medical evaluations;*
- ✓ *obtaining prescription drugs; and*
- ✓ *receiving medical equipment.*



GA Medicaid Non-Emergency Medical
Transportation Program (NEMT) Regions





NEMT REGIONS & COUNTIES SERVED

Region	NEMT Broker & Phone Number	Counties Served
North	Southeastrans Toll free 1-866-388-9844 Local 678-510-4555	Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Jackson, Lumpkin, Morgan, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White and Whitfield
Atlanta	Southeastrans 404-209-4000 Note: For Georgia Families 360° 1-866-991-6701	Fulton, DeKalb and Gwinnett
Central	ModivCare (formerly LogistiCare) Toll free 1-888-224-7981	Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Dodge, Fayette, Heard, Henry, Jasper, Jones, Lamar, Laurens, Meriwether, Monroe, Newton, Pike, Putnam, Rockdale, Spalding, Telfair, Troup, Twiggs and Wilkinson
East	ModivCare (formerly LogistiCare) Toll free 1-888-224-7988 Note: For Crisis Stabilization Units and Psychiatric Residential Treatment Facilities 1-800-486-7642 Ext. 461 or 436	Appling, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Columbia, Effingham, Elbert, Emanuel, Evans, Glascock, Glynn, Greene, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Liberty, Lincoln, Long, Madison, McDuffie, McIntosh, Montgomery, Oconee, Oglethorpe, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes
Southwest	ModivCare (formerly LogistiCare) Toll free 1-888-224-7985	Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crawford, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Houston, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Peach, Pulaski, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Upson, Webster, Wilcox and Worth



Dialysis & NEMT Services

The NEMT Brokers understand the life saving service dialysis treatment provides to the eligible Members receiving NEMT services. Each broker provides thousands of dialysis trips annually to ensure our Members receive their life saving treatment.

*In the state fiscal year of 2022,(July 1, 2021 – June 30, 2022), our brokers transported **1,818,706** trips, **almost 2 million dialysis trips within a year!** These numbers include, ambulatory, wheelchair, stretcher, bariatric stretcher, and public transit members utilizing NEMT for dialysis.*



Dialysis & NEMT Services Trips by Region & Mobility

Atlanta Region	
Ambulatory	861,751
Bariatric Stretcher	2,239
Stretcher	20,608
Wheelchair	83,106
Grand Total	967,704

North Region	
Ambulatory	232,901
Bariatric Stretcher	1,144
Stretcher	17,358
Wheelchair	57,587
Grand Total	308,990

Central Region	
Ambulatory	107,869
Mass Transit	1,642
Stretcher	14,827
Wheelchair	28,133
Grand Total	152,471

East Region	
Ambulatory	100,904
Mass Transit	3,072
Stretcher	30,943
Wheelchair	57,053
Grand Total	191,972

Southwest Region	
Ambulatory	125,124
Stretcher	19,159
Wheelchair	53,286
Grand Total	197,569



NEMT Training & Policy

All drivers used by transportation providers to deliver transportation services under the NEMT program must have successfully completed driver training, first aid training and training in the use of a spill kit and the removal of biohazards prior to driving under the NEMT program. A portion of the driver's training includes:

- *Passenger Assistance*
- *Defensive Driving*
- *Safety and Sensitivity*
- *Wheelchair Securement*
- *First Aid & CPR*

The NEMT providers' transport ambulatory, wheelchair, stretcher and bariatric stretcher members according to the member's level of service. Levels of service include:

- *Ambulatory transportation = curb to curb*
- *Wheelchair transportation = door to door*
- *Stretcher = bed to bed*



NEMT Policy

*NEMT drivers are **only** responsible for transport to and from the member's appointment. NEMT drivers are not medical personnel. It is the responsibility of the Dialysis facility to furnish all necessary equipment, supplies and dialysis services. This includes the receiving facility having the needed manpower and/or equipment on site to weigh members and transfer them to the dialysis chair (except for stretcher members). Stretcher Members are required to have a Letter of Medical Necessity signed by a physician/RN for dialysis standing orders.*



NEMT Policy Continued

Medicaid medical providers are requiring Medicaid members transported to facilities by NEMT stretcher providers to remain on the stretcher while being treated or waiting to be treated. Please be reminded of the following:

- The NEMT Brokers contract with transportation providers to supply transportation to and from medical appointments only.
- Transportation providers are responsible only for the transportation, loading and unloading of eligible Medicaid members.
- Transportation providers are not required to remain with the member at the treating facility.
- Transportation providers are not required to leave stretchers with a member at the treating facility. Any additional requirements, including the availability of accessible medical equipment to meet the needs of the patients, are the responsibility of the treating facility.



Emergency Services

In cases of emergency situations such as inclement weather or transporting during a pandemic, dialysis trips are triaged as our priority number one.

- *During times of inclement weather with snow/ice – We ask for GA Dept of Transportation, or the facility to clear the entrance and parking lot to the dialysis facilities.*
- *For safety reasons, transportation providers will usually wait until after sunrise to drive during snow/ice events.*
- *We recommend dialysis facilities communicate with the NEMT brokers regarding time changes and closures. This will allow the brokers to communicate changes to the transportation providers timely.*
- *GEMA has trained and works with the NEMT Brokers to be prepared for weather emergencies in the state.*



Dialysis Work Group

DCH's NEMT team is partnering with our NEMT Brokers and dialysis facilities to address systematic transportation issues in providing Medicaid recipients with reliable and timely transportation to and from dialysis facilities. Our Dialysis Work Group is open to dialysis facility personnel.

If you are interested in participating in the work group, please contact Kim McKnight at kimberly.mcknight@dch.ga.gov or 404-657-7244.



DCH NEMT Contacts

If you have questions, suggestions, or complaints about the NEMT program, please contact us at:

Tonya Malcolm, Customer Service/Compliance Monitor II

Office: 404-656-4646

Email: tmalcolm@dch.ga.gov

Stacie Ramsue, Compliance Monitor III

Office: 404-651-6911

Email: sramsue@dch.ga.gov

Kimberly McKnight, NEMT Manager

Office: 404-657-7244

Email: kimberly.mcknight@dch.ga.gov



Questions



Thank You

For more information about the IPRO ESRD Network Program,
go to <https://esrd.ipro.org/>

Department Phone and Fax Lines:
Patient Services: 516-231-9767
Data Management: 516-268-6426
Administration: 516-686-9790

Toll-Free Patient Line: 800-238-3773 (ESRD)
IPRO Knowledge Base/FreshDesk: <https://help.esrd.ipro.org/support/home>



Corporate Headquarters
1979 Marcus Avenue
Lake Success, NY 11042-1072

<http://ipro.org>