Perry County Community Transportation Plan
Effective: 04/25/2026
Revised: 04/25/2026

The Perry County Community Transportation Plan (CTP) has been developed in accordance with 5160:15-13 of the Ohio Administrative Code (OAC). The purpose of this plan is to describe the process followed by the Perry County Department of Job and Family Services (PCDJFS) for the administration of Non-Emergency Transportation (NET). The rules and procedures set forth in the OAC that govern PCDJFS' NET program, are administered as follows:

Note – NET services are available to Medicaid eligible individuals. Individuals not currently enrolled in Medicaid and those who would like to apply, may call 1-844-640-6446.

I. **Contact Information for those administering the CTP:**

Tammy Goniea
5250 State Route 37 E
New Lexington, OH 43764
740-342-3551 Option 6
Tamara.goniea@jfs.ohio.gov

Chelsie Schultheis
5250 State Route 37 E
New Lexington, OH 43764
740-342-3551 Option 6
Chelsie.Schultheis@jfs.ohio.gov

II. **Consumer Access to Services:**

Individuals are informed of NET eligibility, program guidelines and procedures for accessing and using NET services during intake and/or redetermination of eligibility. Additionally, NET information is published on PCDJFS' social media accounts and website. Perry County Job and Family Services @ www.perryjfs.org .

Eligible individuals may access transportation services by telephone, in person, in writing and by contacting their managed care plans.

Requests for transportation shall be made five (5) working days in advance of the appointment except and unless, the consumer is ill, or injured, and needs medical

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services sooner than five (5) working days, or the Medicaid provider schedules a follow-up visit sooner than five (5) working days. Approval contingent upon eligibility and availability.

- Telephone: Transportation requests are to be made through PCDJFS by calling 740-342-3551 Option 6, Monday – Friday 8:00am – 4:00pm, to speak with a JFS staff member.
- In-person: PCDJFS is located at 5250 State Route 37 E, New Lexington, OH 43764, Monday – Friday 8:00Am – 4:00pm (excluding agency holidays and posted agency closure days).
- Mail: Scheduling forms are available online at Perry County Job and Family Services www.perryjfs.ohio.gov and may be submitted by:
    - Fax: 740-342-5491
    - Email: PerrySS@jfs.ohio.gov
    - US Mail:

      Perry County Job and Family Services
      Attn: NET Services
      5250 State Route 37 E
      New Lexington, OH 43764

- Managed Care Plan (MCP): MCPs also offer transportation. Individuals should contact their MCP to discuss medically necessary transportation. Contact information is generally listed on the insurance card.

III. **Definition of Community:**

Transportation shall be to a Medicaid provider within the consumer's community. Community shall be defined as within a seventy-five (75) mile radius of the eligible individual's Perry County residence. The following exception(s) shall apply:

1. Medically necessary care is required and is not available within the community. Availability will determined by PCDJFS.
2. PCDJFS has the discretion to limit transportation to a pharmacy to purchase prescription medications to pharmacies located nearest to the individual's home.

IV. **Transportation Outside of the Community:**

Out-of-community transportation requests must be pre-approved and meet the following criteria:

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1. Medicaid reimbursable services are not available within the community.
2. PCDJFS is provided a statement from the medical provider stating:
    a. the recommended provider
    b. the medical service is not available within the community
    c. the recommended Medicaid provider is the closest to offering the medical service costs eligible for reimbursement for outside of community travel may include:
        - Overnight lodging in route to and from the Medicaid provider, meals, and transportation for the eligible consumer;
        - The cost of an attendant to include overnight lodging, meals, and transportation, if medically necessary;

V. **Modes of Transportation:**

a. PCDJFS employees

b. Perry County Transit (contract)
499 N. State St.
New Lexington, OH 43764
Telephone: 740-342-2810
Term: 1 year Current: July 1, 2025 – June 30, 2026
NET Services Only. Includes ADA compliant services (Wheelchair, lift, etc.)

c. Gasoline Vouchers

Rates	
In County	$6
50 miles or less	$12
51 miles to 150 miles	$18
151 miles to 250 miles	$47
251 or more miles	$70

d. Private Providers (contract)
    - A.T. Hoy, LLC.
      301 E. Main St.
      McArthur, OH 45651
    - Mid-Ohio Mobility Solutions, Inc.
      375 Fairbanks St.
      Zanesville, OH 43701

Terms: 1 year Current: March 16, 2026 – February 28, 2027

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VI. **Selection of Mode of Transportation & Contact Information:**

With consideration first to the individual's medical condition, efficiency criteria, time constraints and adherence to ADA requirements, the most cost-effective mode of transportation will be sought. Perry County JFS employees will handle all scheduling with contracted agencies, private providers as well as PCDJFS staff.

a. Perry County Transit – may opt to schedule with PCT
499 N. State St.
New Lexington, OH 43764
Phone: 740-342-2810
Fax: 740-342-5546
www.perrycountytransit.com

b. PCDJFS – may opt to schedule with PCDJFS staff
5250 State Route 37 E
New Lexington, OH 43764
Phone: 740-342-3551 Option 6
www.perryjfs.org

c. Vouchers – Gasoline vouchers may be offered as determined necessary
5250 State Route 37 E
New Lexington, OH 43764
Phone: 740-342-3551 Option 6
www.perryjfs.org

d. Private Providers – may opt to schedule with private providers

A.T. Hoy, LLC.	Mid-Ohio Mobility Solutions
301 E. Main St.	375 Fairbanks St.
McArthur, OH 45651	Zanesville, OH 43701
740-596-0536	740-487-4927

Private Vendor Background Check Requirements:

Private providers and their employees are required to submit to background and registry checks as stipulated in OAC 5160:15-14. Background checks and registries must be completed for each new employee (or employee new to transporting NET individuals) and whenever a contract is established or renewed (exclusionary periods for convictions may apply). Background and registry data must be documented.

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Individuals or companies contracted by PCDJFS to provide transportation services have a contract term of one year, unless amended otherwise. Rates are calculated based on one-way or round trip, with the pick-up site being the individual's residence, or approved location as medically required. Rate information is detailed in the contract(s) and herein when available.

PCDJFS reserves the right to limit the election of the mode of transportation, based on eligible individual's failure to comply with requirements of the vendor, and or, requirements of the Perry County Community Transportation Plan.

Consumers serving a suspension pursuant to PCT's No-Show and Cancellation Policy, will not be eligible for transportation services through said provider until the suspension has been satisfied.

VII. **Services Declined or Denied:**

PCDJFS may deny transportation to a Medicaid Eligible Individual as cited below:

a. The associated healthcare is not part of the individual's Medicaid benefit package.
b. The requested NET service is not necessary for any of the follow reasons
    i. A managed care organization (MCO) is obligated to furnish transportation
    ii. The individual is a member of a long-term care facility who provides transportation per OAC 5160:3; OAC 5123:2-7
    iii. A hospice provider is obligated to provide transportation
    iv. Suitable transportation is available free of charge to the public
    v. Not providing the NET service will have no effect on the individual's ability to obtain the healthcare service

VIII. **Request made on behalf of minor children:**

5160:15-10 (A)(2) & (A)(2)(b)

Transport of a child is the responsibility of a parent or guardian. However, PCDJFS gives consideration of whether:

i. a family member is available to provide transportation
ii. a family member has access to reliable vehicle
iii. the family has sufficient financial resources available
iv. another entity should be involved. ex. school system

5160:15-10(A)(2)(b)

Non-emergency transportation assistance to enable another person, such as a parent to be with a child, may be approved if

i. the presence of the other person is needed for an identifiable healthcare purpose that will benefit the child; and

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ii. the other person lacks the resources necessary to make the trip(s)

IX. **Determination of Personal Assistant Services:**

The determination and assignment of Personal Assistant during transport is assessed at the transportation intake/scheduling and is considered required when:

i. Deemed medically necessary for the transport, or
ii. Necessary for the Medicaid eligible individual to access a Medicaid eligible service
iii. Assistance is provided when:
- Minors – are to be accompanied by a parent, legal guardian, or caretaker
- Adults – PCDJFS recommends an immediate family member, caretaker, or friend, PCDJFS will seek a transportation personal assistant using internal NET employees, public transit services or other means. May include payment of a personal assistant for up to 8 hours a day.

X. **Complaints**

Complaints about NET services should be directed to the Workforce Supervisors who will investigate and document the complaint in the Medicaid individual's case and in the complaint log. Complaints made about service providers will be shared and reviewed with the service provider. Vendors/service providers wishing to file a complaint may follow the same process and their information will be documented in the same manner. Workforce Supervisor's contact information to make a complaint is on page 1, section I, of this CTP.

XI. Misuse, Restrictions, Suspension

Medicaid eligible individuals utilizing NET services are to abide by policies and procedures of said program as addressed in the CTP, and adhere to all local, State and Federal laws and regulations, including safety protocol, while utilizing NET services.

PCDJFS may temporarily restrict or suspend particular type of non-emergency transportation assistance for reasons including but not limited to the following examples:

- Misuse by the individual, as determined by PCDJFS
- Dangerous, threatening, disruptive behavior on the part of the individual; or
- Presence in the individual of a communicable disease or condition (other than a mild endemic illness such as the common cold) that constitutes a danger to public health.

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No cancellation/No Show:
Individuals who, without good cause, on 3 consecutive occasions fail to utilize transportation services as pre-arranged by PCDJFS, will be required to provide confirmation for all appointments for the following 90 days. PCDJFS will assess the individual's situation to determine if good cause is warranted. If PCDJFS finds that the individual acted without good cause; they must make notification in writing of the confirmation requirement prior to implementing the requirement.

Suspension:
Individuals serving a suspension pursuant to a vendor's no-show and/or cancellation policy will not be eligible for transportation services through said provider, until the suspension has been satisfied.

XII. Documentation

For purposes of compliance, data analysis and program integrity, PCDJFS will record and collect the following data regarding, request for Medicaid eligible transportation services (NET) and operational records.

1. The individual's Medicaid identification number
2. The date on which the request for transportation assistance was made
3. The identity and location of the provider where the individual planned to obtain a Medicaid coverable service
4. The trip date or dates requested
5. The number of one-way trips involved
6. The type of transportation assistance provided or the reason why transportation assistance was not provided
7. The name of the transportation vendor, when applicable
8. The name of the Medicaid program area (such a pregnancy-related services, Healthchek/EPSDT, or general non-emergency transportation) to which the cost should be allocated
9. Results of criminal background checks and databased searches conducted in accordance with rule 5160:15-14 of the Administrative Code
10. Complaints and suggestions received from passengers and, if applicable, from vendors

XIII. State Hearings

PCDJFS will provide a notice of state hearing rights whenever:

- PCDJFS proposes to deny, withhold, reduce, suspend, or terminate Medicaid NET assistance
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- A Medicaid-eligible individual requests a hearing or formally disagrees with an action or lack of action taken by the PCDJFS on a request for non-emergency transportation assistance
- To ask for a hearing call or write:
    - Perry County Job and Family Services
      5250 State Route 37 E
      New Lexington, OH 43764
      740-342-3551 Option 6
    - The Ohio Department of Job and Family Services
      Bureau of State Hearings
      PO Box 182825
      Columbus, OH 43218-2825
      Fax 614-728-9574

**Note: Complete request form included with notice of denial, reduction, or termination of benefits.*

Not subject to State Hearing Rights

The following examples do not constitute restriction or denial and are not subject to state hearing:

1. The refusal of a request for a specific trip, due to factors beyond the control of PCDJFS including but not limited to
    a. Scheduling conflict
    b. Lack of advance notice
    c. Adverse weather conditions
2. Unable to provide non-emergency transportation assistance due to all options have been exhausted

XIV. **Nondiscrimination**

All programs, service and benefits that are administered, supervised, authorized, and/or participated in by a county agency shall be operated in accordance with the nondiscrimination requirements of Title VI of the Civil Rights act of 1964, as amended; section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975; the Multiethnic Placement Act of 1994, as amended by the Interethnic Adoption

Provisions of 1996; the Americans with Disabilities Act Amendment Act of 2008; Title IX of the Education Amendments of 1972 and the Workforce Innovation and Opportunity

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Act (WIOA) of 2014. The county agency is responsible for ensuring compliance with this rule by all county agency contractors.

No persons(s) shall, in violation of state or federal law, on the grounds of race, color, national origin, disability, age, sex, religion, political affiliation or belief, Workforce Innovation and Opportunity Act (WIOA) participation status, or, for beneficiaries only, citizenship status (not all bases apply to all programs) be excluded from participation in, be denied or delayed the benefits or services of, or be otherwise subjected to discrimination under any program, service, or benefit authorized or provided by ODJFS, a county agency, or a county agency contractor.

Perry County Job and Family Services, its employees and contract vendors, comply with all nondiscrimination policies for all programs and benefits administered as set forth in OAC.

PCDJFS, Community Transportation Plan, for Non-Emergency Transportation (NET) services, is approved as signed by Perry County Job and Family Services, Director Amy Frame.

Amy R. Frame

_____ 4/25/26

Amy Frame, PCDJFS Director Date

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