



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

1900.1 ACCOMPANIED TRANSPORTATION SERVICES

Policy Directive: **21-19**

Effective Date: **April 2021**

Implements Policy: **1900**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines the use of Accompanied Transportation Services.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. CPSW/JPROs will use agencies certified by the applicable provisions of He-C 6343 when authorizing Accompanied Transportation Services.
- II. Accompanied Transportation Services may be used to meet identified transportation needs including, but not limited to:
 - A. Appointments and other community resources;
 - B. Medical care, behavioral health treatment, or similar health related services unless the client is eligible for reimbursement through Medicaid or other insurance;
 - C. Child care services;
 - D. Out of district educational transportation;
 - E. Recreation services and opportunities; or
 - F. Visits with children in placement.

Frequently Asked Questions

Q1. How long do transportation aides stay with a child during a transport?

- A** Transportation aides do not supervise children or attend their functions. To ensure availability for return transport, the transportation aide is expected to stay with the child in a destination provider's waiting room and remain there until the return trip to the child's caregiver. For a child who is visiting with family members, the transportation aide must remain in proximity for visits that last less than 2 hours. For family visits lasting more than 2 hours, the transportation aide may depart as long as they return for the pick-up time scheduled with the Accompanied Transportation provider.

Q2. How does a provider bill if they are transporting more than one child at the same time?

A When the provider is transporting more than one child at the same time, the time and mileage are to be divided between the children and the correct portion billed for each.

Q3. Will DCYF still be billed if I make a referral, but then cancel it?

A When a scheduled appointment is canceled at least 24 hours in advance, the transportation provider must not bill for time or mileage. If the appointment is not canceled at least 24 hours in advance and the aide attempts to deliver the service, the provider may bill for the time and mileage incurred.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date
-----------	--------------------------	-----------------	-------------