

# DCF Credentialed Transportation Provider Meeting

July 19, 2018

Wilcox Room – Advanced Behavioral Health Inc.

**Next Meeting: December 13, 2018**

1. Opening Remarks and Introductions– Cindy Butterfield, Deputy Commissioner
  - 8,000 transportation invoices are processed and paid annually. Due to a lack of payment issue, DCF is committed to getting payments up-to-date. In order to do that effectively, Ms. Butterfield requested that providers send in their aging statements. Statements should be sent directly to the Grants & Contracts Specialists in their region. Providers will receive feedback if the invoices submitted cannot be paid or if additional information is required.
  - Transportation is the first service type to go through this payment clean-up process.
  - DCF is committed to paying invoices within 45 days.
  
2. LEAN process improvement, Transportation - Ted Sanford & Leslie Roy
  - Ms. Roy informed the group that there has been an increase of 11 million dollars spent on Transportation as a service since 2010. This increase has been an encumbrance for the administrative staff processing these invoices.
    - As a result of the increase DCF personnel along providers and external customers held a LEAN meeting for 3 days in April with the goal of identifying opportunities to improve the system from the beginning of the WAF to completion of payment.
    - Mr. Sanford addressed the group and indicated that a pilot project is being implemented for School Transportation whereby the provider will submit a monthly invoice that reflects a quarterly WAF. A practice guide is forthcoming along with notification to the area offices. Providers will have to wait to forward new billing until a new WAF is received.
    - This billing initiative (starting August 1) will provide more flexibility for both the provider and DCF personnel.
    - The new transportation invoice will be available on ABH's website by 7/27/18
  
3. School of Origin
  - DCF will be evaluating over 800 placements to determine if placement is in the best interest of each child. This may result in a decrease in transportation for some.
  - See Powerpoint for additional information
  
4. Provider Agreement updates
  - Provider agreements (PA) will be updated and providers will be responsible for providing acknowledgment of the new requirements.

- Badges are required to be worn by each credentialed driver as of 7/1/18.
- Aides or monitors that accompany drivers must have a pre-approved WAF and submit to both State police as well as CPS background checks. Checks must be sent to ABH prior to the trip.
- Wait time will be reimbursed at a flat rate of \$50/hr. regardless of the number of children in the vehicle (wait time does not apply to School Transportation)
- See Powerpoint for additional information