

Upper Cumberland Human Resource Agency

I _____, have received the **Health Insurance Portability and Accountability Act (HIPAA)**

I am declaring that I have received the attached information and do intend to abide by the rules and regulation within the UCHRA Transportation Handbook policies and procedures.

Signature

Date

County

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UCHRA Transportation Customer Handbook

Thank You for choosing UCHRA Public Transit Systems. If you need a ride, please call! We look forward to helping you get where you need to go! UCHRA Public Transit provides affordable, safe, and dependable public transportation. In order to meet this goal, we ask that all passengers become familiar with the information in this booklet. If you have any questions, or need additional assistance, please call us at 1-800-968-2472.

TDD/TTY (Telecommunication Device for the Deaf)

LEP (Limited English Service Available)

TTD Users Call 1-800-848-0298

Project Funded Under an Agreement With The Tennessee Department of Transportation

UCHRA Transit Serves 14 Counties

The Upper Cumberland Human Resource Agency Public Transit System is a rural, public, demand response, transportation program. It provides transportation to citizens in 14 counties:

- 1) Cannon (615-563-2916)
- 2) Clay (931-243-3674)
- 3) Cumberland (931-456-0691)
- 4) DeKalb (615-597-4504)
- 5) Fentress (931-879-8040)
- 6) Jackson (931-268-9840)
- 7) Macon (615-666-3377),
- 8) Overton (931-823-7323)
- 9) Pickett (931-864-6540)
- 10) Putnam (931-372-8000)
- 11) Smith (615-735-0476)
- 12) Van Buren (931-946-7151)
- 13) Warren (931-473-6652)
- 14) White (931-738-6255)

Description of Services

UCHRA Public Transit provides door-to-door, public transportation service. Vans are available with equipment to serve persons with disabilities. Anyone can ride!

Cookeville Area Transit System (CATS) provides a deviated fixed-route bus system in Cookeville, picking up and dropping off passengers at designated points along the route

Feeder routes are available from Livingston and Sparta to Cookeville and Cookeville City (CATS) for connection with deviated fixed routes

Express Route Bus available to Nashville, Knoxville and Murfreesboro Monday through Friday. The UCHRA provides service from each county to these intercity destination daily, providing connections with Airports, Greyhound for destination beyond. Contact your local UCHRA Office for scheduled times.

- I-40 from Putnam County to Nashville Monday through Friday.

- Murfreesboro express from Cookeville Tuesday and Thursday.
- I-24 from Warren County to Nashville and Murfreesboro available Monday through Friday.

How to Schedule/Plan Your Trip

Transportation office hours are 8:00 am to 4:30 pm and services are provided 6:00 am to 6:00 pm, Monday through Friday. Some medically necessary transportation trips are made outside stated times.

Your Customer Service

UCHRA Public Transit will make every effort to accommodate customer requests for transportation. However, due to limited resources, customers may be asked to re-schedule for another time or day. Reservations for trips are made on a first-come, first-serve basis. Customers should call their local office or 1-800-968-2472 to schedule a trip at least 48 hours (two working days) in advance. Requests made less than 48 hours in advance will be considered based on available space. Passengers must request all stops at the time of reserving their trip.

Holiday

UCHRA Public Transit closed on all scheduled State and Federal holidays. Cats does not provide service on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day Christmas Eve and Christmas Day.

What it cost to Ride

Zone trips: \$1.00 each way and \$1.00 for each additional stop. Fares outside of designated Zone areas are based on miles traveled and will be billed accordingly. For more detailed fare information, Visit <http://www.uchra.com/transportation.html>, contact your local county office or call 1-800-968-2472.

Passengers need to have correct change ready for drivers before boarding the vehicle. Passengers can only pay for the current trip they are taking; passengers cannot pay for two trips at once, or pay for trips at a later time or date.

Pick-Up

Due to time and distance, passengers may be asked to be ready up to one hour plus driving time before appointment time.

If you are needing pickup for CATS that is an deviation of $\frac{3}{4}$ miles or less off the current route please call 931-261-6846 leave message for driver to be picked up for the next scheduled hour. For example if you call before 9:00 am, they will pick you between 9:00 am and 10:00 am route, Before 10:00 am they the pickup will be between 10:00 and 11:00 am.

Return Pick-Up

UCHRA Public Transit has a window of pick-up time, which is as follows: vehicles will not be considered late until one (1) hour, plus driving time, after scheduled time for pick-up. Every effort will be made to notify the passenger if the driver is running beyond this window of pick-up due to uncontrolled circumstances.

For Express Routes call your local county UCHRA Transportation to schedule your return pickup.

Riding the Bus

Non-Discrimination

UCHRA Public Transit is committed to maintaining an environment free of discrimination. No persons in the United States shall, on the grounds of race, color, age, sex, disability, religion or national origin be excluded from participation, be denied the benefit of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the Department of Transportation.

The Americans with Disabilities Act (ADA)

The American with Disabilities Act prohibits discrimination against qualified individuals with disabilities from participation in services, programs, or activities of a public agency – including transportation programs.

Reasonable Modification

UCHRA Public Transit will provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Drivers can make some reasonable accommodations. Contact UCHRA Mobility Coordinator at customerservice@uchra.com or 931-520-9589 for Reasonable Modification of your trip, if required.

For Information/Complaints Contact Customer Service at

- Phone Number:1-931-520-9589
- Email to customerservice@uchra.com.
- Mail to

Upper Cumberland Human Resource Agency

580 South Jefferson Avenue, Suite B

Cookeville, TN 38501-4010

ATTN: Transportation Customer Service

UCHRA Public Transit welcomes questions, comments and suggestions.

Physical and Cognitive Requirements:

- 1) Be able to move oneself from home to vehicle and back unassisted by the driver.
- 2) Maintain self-control while on board. Violent, disruptive or illegal behavior shall be prohibited. Conduct that is annoying or inconvenient to a reasonable person is prohibited.
- 3) Passengers should have the ability to manage themselves during their transit. Passengers are responsible for their own belongings. UCARTS is not responsible for lost or stolen items.
- 4) Must not have any contagious communicable diseases that are transmitted when in close proximity (measles, mumps, chicken pox, staph (MRSA), etc.)

Passenger Assistance

UCHRA Public Transit is responsible for providing door to-door service. All drivers are required to assist each passenger in and out of the vehicle. Disabled passengers, passengers transported in a wheelchair, or passengers that need assistance in performing common tasks are allowed to have an escort or attendant to assist them.

Companion/Escort/Personal Care Attendant Policy:

A companion/escort over 18yrs is required for riders under the age of 18 unless they are the parent of the child and is permissible for any other rider needing any additional assistance.

Rider's Rules & Driver's Responsibility

Passenger Safety & Best Practices

Your driver is trained in appropriate safety requirements and all applicable local, state and federal laws and regulations. In addition, on-going training is provided throughout the course of employment. Vehicles are maintained on a regular basis through our own maintenance facility and are equipped with required safety equipment.

UCHRA Public Transit is committed to providing a safe and pleasant mode of transportation for all customers. To provide safe and enjoyable ride for all passengers we request the following guidelines for all passengers.

Wheelchairs

As defined by DOT/ADA, a wheelchair is defined as a mobility aid belonging to any class of three or more wheeled devices useable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manual or powered. Transit providers must carry a wheelchair and occupant if the lift and the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.

- Drivers are not permitted to operate power mobility devices for passengers unless it is during the securement process.
- Passengers in mobility devices must allow drivers to properly secure the device. When transporting a passenger in wheelchair it must properly secured with a 4-point tie-down system with a lap belt & shoulder harness.
- For your safety during transport, we suggest wheelchairs to be equipped with functional brakes, footrests, and wheelchair set in upright position.

No Smoking Policy

No use of any tobacco products, electronic cigarette, personal vaporizer, or electronic nicotine delivery system etc. within fifty (50') feet of vehicle for UCHRA Staff or Customers.

Rider's Rules

- For the most pleasurable, safe transport, all passengers should maintain orderly conduct while aboard the vehicle. No loud, violent, or abusive conduct (physical or verbal) will be allowed. Passengers should not make threats, or act in a threatening manner, towards agency employees or other passengers.
- No eating in vehicles unless it is medically necessary. Reasonable modifications can be made upon request.
- Portable oxygen tanks must be secured while in transit.
- Passengers must wear seat belts while in transit aboard the vehicle.
- Children will be transported according to Tennessee Child Restraint Laws.
- Passengers are not permitted to carry firearms or other weapons onto the transit vehicles.
- Pets are not permitted on board the UCARTS transportation vehicles; service animals are permitted.
- Passengers are not allowed to tip drivers or give them gifts; however, if a passenger would like to show their appreciation for a driver they may make a donation to the transportation department in the drivers or passengers name.

Driver Responsibility

- Drivers can only transport scheduled passengers to scheduled destinations.
- Drivers are not allowed to push or pull wheelchairs up or down steps.
- Drivers operate on a no-gift-acceptance policy. They are not to be tipped or given any gifts.
- Drivers are required to assist the passenger upon boarding and leaving the vehicles.
- Drivers are not allowed, under any circumstance, to enter a passenger's home.
- Drivers are not allowed to sign out any passenger from any type of medical facility or school.
- Drivers are not allowed to sign for any medication.

- Drivers cannot assist in administering medicine, using the rest room, getting dressed or helping a passenger get inside the house.

If any UCHRA Public Transit employee is not following agency policies or performing their job duties and responsibilities in a safe and professional manner, please call Customer Service at 1-931-520-9589 or send email to customerservice@uchra.com. UCHRA Public Transit welcomes questions, comments and suggestions.

Filing Grievance/Complaint

UCHRA Public Transit Grievance/Complaint Procedure

Customers/Passengers have the right to file a complaint if you are not satisfied with your service or feel unfair treatment by an UCHRA employee.

- First – Ask your driver for the complaint procedures and/or contact your local UCHRA County Coordinator with your complaint.
- Second – Your County Coordinator will investigate and attempt to resolve. The County Coordinator may find it necessary to involve the Field Operations/Training Supervisor or the Mobility Manager to resolve the complaint. They will respond to your complaint within 30 days in writing.
- Third – If your complaint is not resolved, you can appeal the decision to the Transportation Director. The Director will investigate and respond within five working days in writing.
- Fourth – If you are still not satisfied with the resolution of the complaint, you may request a meeting with the Transportation Director. The Director may find it necessary to include the Human Resources/Community Relations Director to determine next steps.

All documentation will be copied to: The person filing the complaint, all parties involved in the procedure, and program files.

**Drivers and passengers should be aware that all complaints or comments received on driver performance are thoroughly researched. This procedure does not necessarily mean the driver has been deemed at fault. Management will look for patterns of events and take action as necessary*

Riding the Bus Policies and Procedures

UCHRA UCARTS Cancellation/No Show Policy

UCHRA Transportation System is reinforcing our **“No Show Policy”**. The reminder of our no show policy is due to the excessive number of no shows that our transit system is experiencing. This has resulted in an increase of operational cost. The goal of this policy is to eliminate individuals from scheduling trips and not canceling these trips if they are unable to travel.

Please review our **“No Show Policy”**. If you have any questions, please contact your local UCHRA office, Transportation Scheduling Department.

NO SHOW POLICY

- A no show occurs when a person has reserved a ride and then does not ride when the vehicle shows up.
- A no show also applies to a person who cancels their trip within two (2) hours or less of the scheduled pick up time.
- If you are not at the pick-up point within 5 minutes after arrival of the vehicle, the driver will inform Dispatch that you are a no show.

- Dispatch will then inform the Transportation Coordinator who will generate a letter to you, explaining the no show policy. If you are a no show twice within a six-month period, the Transportation Coordinator will send you another letter, stating that any further incidence of no show will result in suspension of transportation services for a period of at least six weeks.
- Contract services: If we receive a referral for transportation and you are a no show we will inform the referral source(i.e., Job Access, PSI, TennCare, etc.) which may result in interruptions or termination of transportation services
- To cancel, please contact your local UCHRA office during office hours 8AM-4:30PM. If canceling before or after office hours, please call 1-800-968-2472 between the hours of 6AM-6PM.

PASSENGERS WHO NO SHOW ON THE OUTGOING PORTION OF THE TRIP WILL HAVE THE RETURN TRIP AS WELL AS ANY OTHER PORTIONS OF THAT TRIP AUTOMATICALLY CANCELLED.

Policy on Personal Hygiene for UCARTS Passengers

The agency strives to make the transport of passengers a pleasant experience. Any person(s) that are transported by UCARTS should be mindful of other passengers and their rights to a clean environment. Good personal hygiene is suggested to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area.

UCARTS Health Policy

Passengers are required to adhere to the health policy below. Drivers should notify a supervisor immediately if a client’s physical condition violates the policy. This policy is to ensure the wellbeing, health and safety of our transit drivers and passengers.

Contact with bodily fluids, such as blood or vomit, poses a health risk to transportation drivers and passengers on board agency vehicles. Threats include, but are not limited to HIV and Hepatitis B and C. If a driver arrives to pick up a passenger and his or her clothing is soiled with feces, urine, vomit, or blood, or the passenger displays a draining sore or an open wound, which is not dressed in a manner that prevents seepage of bodily fluids, the passenger has the choice of

- 1) Cancelling the trip and rescheduling. A No-Show will not be issued.
- 2) Having the incident considered as a “refusal of service.”

In the case of canceling the trip and rescheduling, the passenger must call the Scheduling Office, and request a ride on another day. In the case of “refusal of service,” the van driver shall seek prior approval from a Supervisor before refusing service to any individual. If the Supervisor determines that, a potential threat to public health exists as described above:

- 1) Service will be refused
- 2) A No-Show will not be recorded

The van driver or supervisor will present to the person the UCHRA Public Transit Grievance Complaint Procedure. A copy of that notice is listed below, and the policy and procedure statements included are made a part of this policy by reference.

UCARTS (PDP) Passengers Disciplinary Policy

- First occurrence – written reprimand or warning
- Second occurrence – suspension for 90 days
- Third occurrence – suspension for 6 months

- Fourth occurrence – expulsion from the vehicles. Violator may appeal or request future transportation services in writing to:

Upper Cumberland Human Resource Agency

Attn: UCARTS Field Supervisor

580 South Jefferson Avenue, Suite B

Cookeville, TN 38501

931-528-1127

*UCHRA transportation services reserves the right to skip any of the above occurrences. UCHRA has the right to deny transportation to any passenger according to the seriousness of the incident.

Emergency Procedures

If an accident occurs, passengers are to maintain calm and follow the directions of the driver. Every driver is trained in accident and emergency procedures. If evacuation of the vehicle is warranted, passengers should unload in an orderly manner.

Bad Weather Policy

If bad weather is forecasted or develops in your county, UCHRA Public Transit will only be providing medically necessary trips. Exceptions will be made on days where main roads are clear and drivers have determined that passengers can be transported safely. If this occurs, passengers will be notified that transportation is available. Contact your local UCHRA Transportation office to cancel or arrange to reschedule your trip.

UPPER CUMBERLAND HUMAN RESOURCE AGENCY

Transportation Program

Passenger & General Public Complaint

County: _____

Driver's Name: _____ Van #: _____

Complainant's Name: _____

Complainant's: _____ Phone #: _____

Name of Witness: _____ Phone #: _____

Date of Complaint: _____ Time of Complaint _____

State Nature of Complaint:

Investigation & Recommendation:

County Coordinator Response & Recommendation:

Upper Cumberland Human Resource Agency Health Insurance Portability and Accountability Act (HIPAA)

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU
MAY BE USED, DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS
INFORMATION.

PLEASE REVIEW IT CAREFULLY.

- i. Upper Cumberland Human Resources Agency (hereafter designated as UCHRA) has always been very careful to protect the privacy of our client's medical transportation information. We respect your right to privacy and have always handled your personal information entrusted to us with the utmost care. We hope that this privacy practices statement answers any question you might have.
- ii. UCHRA, as a provider of transportation services that bills insurance companies and government payers for providing transportation services for our clients to medical facilities, is required by law to maintain the privacy of protected health information, which includes transportation records. We are also required by law to give you this statement and to adhere to the practices laid down in this statement. The law requires us to give you this notice in advance of your first service whenever possible. But it also allows us to collect information via phone or other means ahead of time to expedite our service to you and it allows us to transport you immediately as long as we make a good faith effort to present you with the statement as soon as possible, which we will. We are required by law to prominently post this notice and any later revisions in all of our places of service. If you do not see this notice posted, please ask any staff person to point it out to you.
- iii. This notice is effective as of April 14, 2003. We may in the future find it necessary to change our practices and reserve the right to do so without notice. Any change to our practices will be highlighted and dated on the posted notice of our practices of all of our service locations by the time any changes go into effect and we will begin distributing the revised notices by the time the revisions take effect. We encourage you to check out posted practices each time you visit. If we do find it necessary to change our practices over time we will not segregate our records according to the notice in effect at the time the entries into the records were created. We specifically reserve the right to not segregate our records in this notice. This means that we will not separate our records by date of changes. They will all be kept together. You are entitled to a copy of our privacy practices and any revisions at any time so please do not hesitate to ask staff person for a copy.
- iv. The law further requires that we must make a good faith effort to obtain your written acknowledgment of receipt of this notice. That is why we are asking you (or your personal representative, for example, a parent of a child) to sign saying that we have given you this notice. If you do not sign this acknowledgement, the staff person who presented it to you will sign a statement saying that they gave it to you for our records. If you have any questions at any time about this notice or anything in it, please ask any staff person. If they do not answer your questions or address your concerns to your satisfaction, please call Human Resource Department at (931) 528-1127.
- v. Your medical transportation records are maintained in our offices in a secure location, available only to those who need access to them and then only to the minimum necessary extent to accomplish their job to help in your transportation to medical treatment, pursuit of payment or to meet needs of our healthcare transportation operations. This means that if someone does not need to see your record to fulfill their job responsibilities we will not let them. If maintained or shared electronically, reasonable and appropriate

security measures will be in place to protect the privacy of your information. All staff is trained in the methods of protection of your privacy and all staff has agreed in writing to abide by the practices as set forth in this notice.

- vi. The law allows us to use your personal health information for the purposes of treatment, payment and healthcare transportation operations. What this means is that while protecting the privacy of your information, releasing only the minimum necessary information to accomplish our purpose, in order to provide you the best service possible, we must share your information among our staff and others.
- A. Disclosures For Transportation to Treatment
 1. It is necessary for our staff to share information with each other in order to receive the orders to transport you, dispatch those orders to a county office, get your name on a manifest for a van or car, and get you picked up and to the appropriate medical facility or other destination.
 2. We must also share information about when you need to be picked up and returned home or other destination.
 - B. Disclosures For Payment
 1. We are allowed to use your information for the purpose of payment. This means that office and billing staff may use the minimum necessary amount of your information to collect payment from any insurer, government program or any other payer including yourself. At times, an insurance company or other payer requires us to send them a medical transportation record for their review before they will pay for services rendered by us. When such a request occurs, we review your record and send them only the minimum necessary amount of information that in our opinion satisfies their needs.
 2. However, by contract with both you as the member and us as the provider, most plans have a contractual right to review your entire record on demand. If they make such a demand, we must comply. If you wish further information about this process, please call Human Resource Department at (931) 528-1127.
 - C. Disclosures For Healthcare Operations
 1. We are allowed to use your information to facilitate healthcare transportation operations. This means that we can use your information to help us schedule, review for Quality Assurance or Risk Management of Corporate Compliance or any other way that we see fit to help us measure and improve the quality of service that we provide.
 2. At times, it is necessary to mail, fax or electronically transmit your personal health transportation information for the purposes of treatment, payment or healthcare operations. For example, we will fax your transportation order to a county office and later they will fax us a record of your trip. In addition, at times it is necessary to transmit transportation information including your name, address and phone number and destination over our radio system. Our area of service is so widespread and rural and there is no better communication alternative at this time that would help us meet your service needs. We limit the information transmitted to the minimum necessary to get you where you want to go.
 3. Similarly, at times, it is necessary to transfer your information between our locations to an insurance company, governmental agency or other payer and we will use reasonable and appropriate security measures whether they are being transferred physically or electronically. If your record is maintained in electronic form, reasonable and appropriate measures will be taken to protect your personal information, access being allowed only to the minimum necessary extent that each staff member needs to be able to make their best contribution to your service. Precautions will be taken to prevent unauthorized access both within our company and from outside our company. If you have questions about these reasonable and appropriate measures please contact Human Resource Department at (931) 528-1127.
 - D. We reserve the right to change these policies without notice other than visibly posting them in each of our service locations without segregating our records. We will distribute revised notices in advance of the effective date of any revisions. We once again encourage you to read the posted practices each time you visit us.

- vii. We will only release your records under the above circumstances unless required to by court order or compelled to by a government agency for any reason including public health or law enforcement purposes. Any other uses and disclosures will be made only with your authorization.
 - A. If you give us an authorization and later change your mind, you can cancel that authorization.
 - B. If you sign and then later revoke an authorization, we will between the time of the authorization and the revocation be allowed to release your record as stated in the authorization that you sign.
 - C. We will maintain a record of any release of your personal health transportation information not covered in this statement or authorized in a separate document signed by you or your personal representative, if any. You have the right to request a disclosure of this record of releases in writing Human Resource Department at UCHRA, 580 South Jefferson Avenue Suite B Cookeville, TN 38501-4010.
- viii. You can request restrictions in the handling of your information contrary to the practices described in this notice. Any request of this nature must be made in writing to Human Resource Department UCHRA, 580 South Jefferson Ave Suite B Cookeville TN 38501-4010.
 - A. Be aware that as we are already committed to keeping your information as private as possible, that any further restriction may interfere with your transportation to treatment, our right to pursue payment from a plan of insurer and may hinder our healthcare transportation operations.
 - B. Such an added restriction may cause responsibility for payment to fall exclusively to you. This means that you may have to pay for your services in full.
 - C. We are not required to accommodate your request.
- ix. You have the right to review or receive a copy of your medical transportation record.
 - A. You must make this request in writing to Human Resource Department at UCHRA, 580 South Jefferson Ave., Suite B Cookeville TN 38501-4010.
 - B. We will respond to your request within 10 days.
 - C. There will be a charge for this service based on copying costs only, stated in advance.
- x. You have the right to amend your record if you do not agree with it.
 - A. This means that you may ask that your statement be placed in your record disagreeing with a part of your record.
 - B. We then have the right to attach a statement to your record responding to your concern whether we agree or disagree with your amendment.
 - C. Please discuss any concerns in this regard to Human Resource Department at (931) 528-1127.
- xi. We will require our Business Associates (persons or entities who perform services) on our behalf to sign statements of acknowledgement of an agreement with our Privacy Practices. Our Business Associates, whether information is shared with them incidentally or in the course of transportation, payment or healthcare operations. agree to protect your privacy in the same ways that we do by signing these specific agreements. These agreements may in the future become a part of contracts with our Business Associates.
- xii. We will never use or share your personally identifiable health transportation information with anyone for marketing or research purposes without clearly explaining to you how your information will be used and having you sign an authorization for this use ahead of time.
- xiii. If you feel that, your privacy rights have been violated please contact: Human Resource Department at (931) 528-1127.
 - A. It is our desire to immediately address your concerns regarding our protection of your privacy completely.
 - B. However, if your concerns are not addressed to your satisfaction you may complain to the Secretary of Health and Human Services at HHH Building Washington, DC20201,
- xiv. We reserve the right to change any provision of this notice at any time by posting the revision at each of our service locations without segregating our records.
- xv. If you would like more information or further explanation of our privacy practices, please call Human Resource Department at (931) 528-1127.