

home52

TRANSPORTATION SERVICE SPECIFICATIONS

2026

EFFECTIVE October 1, 2026

home52 TRANSPORTATION SERVICE SPECIFICATIONS

Effective October 1, 2026

1.0 OVERVIEW

home52, LLC, is a wholly owned non-profit subsidiary of the Council on Aging (COA). As a subsidiary of COA, all the programs and services provided through home52, LLC. utilize services provided by COA, including but not limited to Provider Services, Communications and Fiscal/Accounting Services. home52 Transportation is a transportation coordination model that is person-centered, focusing on mobility limitations and matching mobility needs with the appropriate type of transportation. This transportation coordination service includes on-demand and pre-scheduled trips (right type of vehicle, closest to the member, at the right time for the cheapest cost) along with added support through rider notification, real-time ride tracking and quality door-through-door transportation service. Transportation access is a social determinant of health for many vulnerable populations including older adults and adults with disabilities.

The home52 Transportation Coordination Center model allows older adults and disabled adults with mobility limitations an opportunity to exercise their independence by providing person-centered transportation for both non-emergency medical and non-medical services in the community. This transportation coordination model has been proven to have a positive impact on health outcomes as reported by members served. Through utilization of a single transportation management system (TMS), home52 can coordinate transportation so that members of the contracted county can receive transportation services directly from contracted providers, who are considered third party transportation providers, for the lowest cost that meets the member's needs. The home52 transportation coordination center provides transportation coordination services for multiple funders who desire to provide person-centered transportation coordination to address the mobility limitations of their members. Each funder determines the requirements for trip authorizations (ESP members are authorized for limited transportation trips by Care Coordinators monthly).

home52 will provide transportation coordination services and contract directly with Providers to provide transportation for members to assist with medical transportation and other transportation as authorized. Transportation coordination aims to reduce no-show rates for medical providers and reduce Urgent Care visits, 9-1-1 calls and emergency room trips. The Coordination Center will assist customers with scheduling same day rides to support continuity of care and provide additional ride support like door-to-door or through-the-door assistance if needed. Coordination aims to reduce deadhead miles for Provider, allowing Provider to transport customers in proximity and potentially increase opportunities for additional business. home52's transportation coordination service has measurable benchmarks and reporting requirements to determine if we are making an impact on access to transportation and improved health outcomes.

home52 will schedule and dispatch trips to Providers through the TMS. The TMS currently being used by home52 is a Momentm Technologies system called NovusMED, and the corresponding applications used by Providers are DriverMate, NovusMED Driver and Trip Broker. Providers are responsible for a licensing support fee of Ten Dollars (\$10.00) per vehicle weekly. Providers will receive initial training on how to download the software from the app store and use the applications. Providers are responsible for IT support for their smart devices and map updates. home52 and Providers will collaborate on driver schedules to ensure adequate coverage of both ambulatory and non-ambulatory vehicles to serve our members daily. The coordination center communicates regularly with drivers to ensure trips are successful. COA randomly completes member feedback surveys to ensure service of both the coordination center and Provider meet the performance benchmarks. In a person-centered model, members have the

right to refuse to be transported by a Provider. The TMS distributes trips based on the mobility needs of the rider (ambulatory vs. non-ambulatory), location of appropriate vehicle and timing of appointment as well as the cost of the trip. Ridership fluctuates from day-to-day and there is no guarantee that Providers will be assigned trips. Provider acknowledges and agrees that home52 only coordinates such services and that home52 coordinates such services with other transportation providers. Accordingly, nothing within this service structure, nor within the Provider Agreement, requires home52 to contact Provider in home52's transportation coordination efforts.

2.0 UNIT OF SERVICE

- 2.1 A unit of service is a "one-way" trip.
- 2.2 The unit rate is the price quoted for the "one-way" trip.
- 2.3 The unit rate must include all transportation costs associated with the trip including administrative costs, training, and documentation time.
- 2.4 Additional units require prior authorization from home52.
- 2.5 Transportation Services must be authorized by home52.
 - a. Trips that are unallowable are trips to adult entertainment, casinos, and establishments to purchase alcohol, tobacco, and marijuana.
- 2.6 Transportation of a companion/assistant with advance notice to the Provider is to be accommodated with no cost for the companion/assistant.
- 2.7 Provider shall provide only the services for which it is certified and as delineated on the Rate Schedule and Service Zones.
- 2.8 Provider shall not, without prior written approval from home52, discontinue providing services or discontinue zone(s).

3.0 REIMBURSEMENT FOR SERVICES

- 3.1 Provider will be paid at the rate specified in Rate Schedule upon providing the authorized units of service in accordance with the agreement. Provider must use the home52 TMS software, and approved process, as documentation of home52 services provided for payment. Provider is responsible for regular review of home52 TMS records used for payment purposes.
- 3.2 Provider will be reimbursed weekly via Electronic Funds Transfer (EFT), contingent upon the conditions of this agreement being met. home52 will issue reimbursement payment directly to the Provider, minus any TMS licensing support fees.
- 3.3 Providers are expected to review the services provided weekly through Trip Broker and bring any disputes to the attention of the home52 Billing Specialist or Manager within 5 days of payment for services. home52 will make every attempt to pay Providers weekly (one week after services are provided) whenever possible, but no later than monthly.

4.0 PROVIDER REQUIREMENTS

- 4.1 The Provider must furnish evidence of a service back-up plan to provide service when a vehicle becomes disabled.
 - a. Providers are expected to transport in inclement weather unless otherwise notified by home52 that transportation services are cancelled.
 - b. home52 reserves the right to cancel transportation services due to anticipated safety concerns related to inclement weather.
- 4.2 All vehicle operators and owners must maintain proof of financial responsibility as required in Section 4509.101 of the Ohio Revised Code.
- 4.3 The Provider must bill using rates established in the Provider's contract.
- 4.4 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle. [home52 Transportation Insurance Requirements](#).
- 4.5 The Provider must have a written plan for regularly scheduled maintenance and safety inspection for the vehicles in service and must document compliance with the plan.
- 4.6 The Provider must assure that each vehicle is inspected every twelve months by a certified mechanic, the highway patrol safety inspection unit, or the Ohio Medical Transportation Board, and is certified to be safe. The inspections must include the elements listed in [Form ODA0004](#) (Rev. 02/01/2025) Annual Vehicle Inspection.
- 4.7 Annual Vehicle Inspection, as applicable to the vehicle inspected. A legible copy of the inspection is to be kept in the vehicle.
- 4.8 The Provider must assure that the vehicle has identifying information for the client that identifies the vehicle as a Transportation Provider, as well as home52 signage on each vehicle. This may be done through a decal or dashboard sign.
- 4.9 The Provider must assure that all vehicle drivers have photo identification badges or uniforms identifying them as employees of the Provider.
- 4.10 Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed in [Form ODA0008](#) (Rev. 07/01/2023) Daily Vehicle Inspection on a daily basis.

- 4.11 The Provider must have an approved device in the vehicle that can operate the Transportation Management System (TMS). The TMS requirements and features include:
- a. Drivers must be signed into the system when dispatched to pick up rider and at the time of transport.
 - b. Tracks available vehicles and dispatches the closest available vehicle.
 - c. Allows driver to communicate with the transportation coordinators, caregivers, medical providers and clients.
 - d. Allows transportation coordinators to schedule trips and dispatch drivers.
 - e. Maintains the trip logs, including pick-up and drop-off locations, date and time of pick-up and drop off, name of the driver, and name of the client, vehicle number.
 - f. Failure to keep and use the approved device for use with transportation management system will result in rejecting the claim for payment. Drivers must contact the coordination center immediately when experiencing software issues. home52 reserves the right to reassign remaining trips and remove driver from the schedule until device is functioning properly.
 - g. Provides billing information to the transportation coordination entity.
 - h. Allows the transportation coordination entity to access, schedule rides, dispatch and communicate with the driver.
 - i. Is mounted in such a way that does not obscure the drivers view of the road, mirrors, or peripheral views.
- 4.12 In the event of systems failure, the Provider must document and maintain a record of each trip per the requirements outlined in 4.11(e) and notify home52 immediately for further instructions.
- 4.13 The Provider must have a policy in place prohibiting any alcohol and drug use and have testing protocols in place for all drivers pursuant to USDOT Rule 49 CFR Part 40. (<https://www.transportation.gov/odapc/part40>)
- 4.14 The Provider must have a primary business telephone listed under the name of the business, locally, and/or a toll-free number available through directory assistance that allows for reliable, dependable and accessible communication.
- 4.15 The Provider must not operate the business in violation of any applicable federal, state, or local laws and regulations or established guidelines of home52 as identified in the Agreement.
- 4.16 Provider shall notify COA's Provider Services Department or their designee immediately in the event it becomes aware of any such actual or proposed debarment, suspension, ineligibility, or voluntary exclusion.
- 4.17 The Provider shall conduct the free database reviews and BCII criminal records check of all volunteers, applicants and existing employees providing direct care to home52 clients. Direct care is defined as any in-person contact with one or more clients who receive home52 service or any access to a client's personal property or personal records. (See [ESP Free Database Reviews and BCII Criminal Records Check](#) Rule for details).

- 4.18 The Provider must utilize the home52 TMS system, which is used to maintain dated documentation to support services delivered and billed. Documentation must include client or caregiver signatures, or electronic verification as outlined in the Service Specifications. The Provider must utilize home52 TMS for service provision, invoicing, and other related home52 activities.
- 4.19 If rider is unable to sign for service delivery, provision should be made for acceptance of the rider's initials or signature of choice.
- 4.20 The Provider is responsible for regular review of TMS records used for payment purposes. The Provider is responsible for bringing any potential discrepancies to the attention of the home52 Transportation Manager, or their designee. Provider must report billing &/or payment issues within five days of receiving payment.
- 4.21 The Provider must obtain written approval from COA's Privacy Officer to release client-specific information to sources outside of home52.
- 4.22 The Provider must have a signed current contract with any agency or persons with whom they subcontract to provide direct care services to home52 clients. Provider must incorporate requirements identified in the Agreement with home52 as part of any subcontract.
- 4.23 The Provider must, upon request of home52, furnish evidence that all subcontractors and their employees who provide services to home52 clients meet applicable personnel requirements.
- 4.24 Providers are required to have a designated person on staff who is responsible for IT support of Provider devices and home52 software access through devices.

5.0 DRIVER REQUIREMENTS

- 5.1 The Provider must maintain records on every staff member and volunteer who provides services to any home52 rider which includes:
 - a. A resume or application outlining work history and training
 - b. A signed and dated job description
 - c. Results of free database and BCII/FBI checks
 - d. Skills Testing and Return Demonstration
 - i. Client transfers
 - ii. Wheelchair lift operation; and
 - iii. Restraint application
 - e. Current certificates of completion of training courses in first aid and cardio-pulmonary resuscitation (CPR) offered by the American Red Cross, the American Heart Association, the National Safety Council, or an equivalent course approved by Council on Aging
 - f. Universal precautions for infection control.
 - g. Evidence of performance appraisals, signed and dated by the staff member
 - h. Prior to service delivery, all drivers will be required to attend training for the TMS system used by the transportation coordination center for scheduling, dispatch and communication with clients and transportation coordination staff.

- i. Documentation signed and dated by each staff member indicating completion of orientation prior to providing service to riders through home52. Orientation must include:
 - i. Receipt of an employee handbook
 - ii. Overview of agency personnel policies
 - iii. Incident reporting procedures and policies
 - iv. COA ESP Code of Ethics (signed and dated)
 - j. At least two years of verified licensed driving experience; and the driver has the ability to understand written and oral instructions and document services delivered.
 - k. A current and valid driver's license with fewer than six points against the driver issued under Chapters 4506 ([Chapter 4506 - Ohio Revised Code | Ohio Laws](#)) or 4507 ([Chapter 4507 - Ohio Revised Code | Ohio Laws](#)) of the Ohio Revised Code or their equivalent if the operator is a resident of another state.
 - l. Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.
 - m. Provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.
- 5.2 Have followed DOT regulations related to required drug testing before and during employment (USDOT Rule 49 CFR Part 40 (<https://www.transportation.gov/odapc/part40>)).
- 5.3 Within six months of hire, all drivers must have one of the following passenger assistance training courses:
 - a. A certificate of completion of the Passenger Assistance Safety and Sensitivity (PASS) Training <https://ctaa.org/pass/>. A refresher course is required every three years thereafter.
 - b. A certificate of completion of the DRIVE Training [DRIVE Training](#). A refresher course is required every three years thereafter.
 - c. All trainings requiring renewal must be kept up to date.

Note: As home52 contracts with new funders to provide transportation services, we reserve the right to change, add or remove driver training to meet contractual requirements.

Note: As applicable, must meet ambulette licensure requirements by the Ohio Medical Transportation Board.

6.0 CONDITION SERVICE DELIVERY

- 6.1 The Provider must supply evidence of the ability to meet all requirements of home52 Transportation.
- 6.2 The Provider must initiate services on the date specified or on a negotiated start date. All direct transportation services must take place on the date dispatched through the home52 TMS or as scheduled with the Provider.
- 6.3 The Provider must deliver services in compliance with the Service Specification(s), and in accordance with any directives provided by home52 Transportation.

- 6.4 The Provider will consult with home52 Transportation regarding any potential service disruptions that impact pre-scheduled trips and/or dedicated vehicle commitments within 24 hours of the event that will cause the disruption. The Provider will consult with home52 for long-term, temporary or permanent disruptions. Notification may be by telephone (855-546-6352 opt 1) or email (transportation@home52.org).
- 6.5 The Provider must notify home52 Transportation as soon as safely possible, via the TMS system or by phone (855-546-6352 opt 1), of a known change in client status, needs, or location.
- 6.6 Providers are expected to have backup plans for expected and unexpected driver absences and should contact home52 immediately when the backup plans aren't an option to allow home52 to make alternative arrangements.
- 6.7 The Provider must participate in home52 Transportation and Provider problem resolution to promote continuing service delivery prior to any disruption in service delivery. This may include case conferencing in person or telephone.
- 6.8 The Provider if terminating, being purchased by, or merged with another entity must furnish written notice to COA's Provider Services Department at least ninety (90) days prior to the termination, effective merger or purchase date. home52 will determine if and how clients will be informed of any service Provider changes.

7.0 QUALITY STANDARDS

- 7.1 All Providers engaged in business with home52 are expected to attain and maintain quality standards set by the transportation coordinator and/or its funders.
 - a. Provider no show (includes failure to wait) rates will be less than 5%
 - b. Provider on time rates will be greater than 95%
 - c. Providers will wait 15 minutes for a client to arrive and will contact the dispatch center before leaving the area.
 - d. Providers will offer hands-on assistance through the door and with equipment for all passengers.
 - e. Client satisfaction rates for transportation will average 95% or higher.
- 7.2 Timeliness - Arriving to points dispatched within an acceptable window of time. All transportation coordination appointments are expected to have on time arrivals and departures. Acceptable limits for the service are +/-10 minutes.
- 7.3 Pick Up - All transportation Providers/drivers are expected to arrive at the pick-up location at the predetermined time with the correct vehicle type. Drivers are expected to assist the client, from inside of the building, office, or home into the vehicle, unless otherwise directed. Drivers are expected to wait a minimum of 15 minutes for the client to notify the driver that they are ready.
- 7.4 Drop Off - All transportation Providers/drivers are expected to arrive at the drop-off location at the predetermined time with enough time to allow for client unloading to meet the scheduled appointment time. Drivers are expected to assist the client, into and out of the vehicle and office building, unless otherwise directed.

- 7.5 Securing the Passenger - All passengers in any vehicle operated under dispatch are to be properly secured in the vehicle with the proper seatbelts and restraints. All cargo (mobility aids, oxygen tanks, medical equipment) must be properly secured to prevent any movement during transport.
- 7.6 Proper Escorting Technique:
- a. All hands-on escorting of all passengers including entry and exit of the vehicle must be done in compliance with training received.
 - b. Assist in transfer or escort of all clients safely unless the client specifically refuses the assistance. The TMS will indicate when a passenger MUST receive hands-on escorting regardless of client choice to ensure passenger safety. This may occur when the passenger has a memory impairment or health condition that requires hands-on support for heightened safety.
 - c. Assistance means providing hands-on assistance from inside the client's home to the destination point, which may be inside a medical facility.
 - d. The Provider must perform the same transfer assist service when transporting the client back to the client's residence.
- 7.7 Maintain a safety checklist that includes items listed in [Form ODA0008](#) (Rev. 07/01/2023) Daily Vehicle Inspection that must be completed by the driver prior to transporting client(s).
- 7.8 Vehicle Environment - Vehicle must be kept clean and free from debris. The passenger areas (seats and door handles) will be cleaned and disinfected after every passenger to minimize the spread of disease.
- 7.9 There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.
- 7.10 Driving - All transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged. Substantiated reports may result in corrective action, sanction or contract termination.
- 7.11 It is the expectation that all clients & riders will be transported in a professional, timely, safe, clean, friendly, and appropriate manner while receiving the hands-on assistance required by this service. All complaints to the contrary will be investigated. Substantiated complaints may result in corrective action, sanction or contract termination.
- 7.12 Any instance of a driver leaving a passenger pick up location without the approval of the transportation coordinator will result in a violation of these service specifications and will trigger a full investigation and may result in corrective action, sanction or contract termination.
- 7.13 Ridesharing - Ridesharing is only to be done with the consent of the home52 Transportation coordination center.

8.0 COMMUNICATION

- 8.1 Updating Transportation Coordination dispatch-all drivers and Providers are expected to notify the coordination dispatch if/when any event occurs that will delay arrival or cause a client/customer to be late for a scheduled appointment.
 - a. If the client does not answer the door when the transportation arrives, and the driver has knocked, rang the doorbell and called the client (3 attempts at contact within 10 minutes), the driver will notify Transportation Coordination who will also attempt to call the client to notify them their ride is waiting
 - b. Transportation Coordination will notify the driver when they can leave because the trip is unsuccessful and transportation coordination will notify the medical Provider that the client was not transported when required by funder.
- 8.2 Incident Reporting – Home52 providers must notify home52 Transportation Coordination Center immediately upon becoming aware of an incident. All incidents are to be reported to transportation@home52.org or 855-546-6352 opt 1.
 - a. Provider must notify the designated staff member assigned to the service (i.e. Care/Case Manager) within twenty-four (24) hours of becoming aware of an incident. Incident includes but is not limited to any event that may result in harm to property or person. If there is not a designated staff member assigned, the COA Provider Services Manager will serve as the point of contact (Provider_Services@help4seniors.org).
- 8.3 Providers will be subject to audits performed by COA Provider Services Department.
- 8.4 All audit findings will be kept and used for data reporting as required by various program funders.