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North Sound Mental Health Administration
Section: 1500 – Clinical: Accessibility/Travel to Service Locations
for Medicaid Consumers

Authorizing Source: PIHP 7.2.5

Cancels:

See Also:

Providers must “comply with” this policy

Responsible Staff: Quality Manager

Approved by: Executive Director

Date: 7/31/2008

Signature:

POLICY #1501.00

SUBJECT: ACCESSIBILITY/TRAVEL TO SERVICE LOCATIONS FOR MEDICAID CONSUMERS

PURPOSE

To ensure that Medicaid consumers are able to access services in a manner consistent with contractual and WAC requirements.

POLICY

When Medicaid consumers must travel to service sites, they are located according to the following standards:

1. In rural areas, service sites will be located within a 30-minute commute time from the consumer’s home.
2. In large rural geographic areas (e.g. ferry transportation issues), service sites are accessible within a 90-minute commute time.
3. In urban areas, service sites are accessible by public transportation.
4. In the following situations travel standards do not apply: a) when the consumer opts to use service sites that require travel beyond the standards; b) under exceptional circumstances (e.g. inclement weather, hazardous road conditions due to accidents or road construction, public transportation shortages, delayed ferry service).

PROCEDURE

The North Sound Mental Health Administration (NSMHA) will contract with agencies with the ability and commitment to configure service locations in a manner compliant with applicable standards as listed above.

ATTACHMENTS

None