

# DRAFT DOCUMENT

## **REQUEST FOR BIDS (RFB): Non-Emergency Transportation Services Bid Summary**

### **Bid Description:**

The County of Summit, Department of Job and Family Services (CSDJFS) is seeking to purchase Transport Broker Services and/or Transportation Provider Services under the Medicaid-funded Non-Emergency Transportation (NET) program.

### **Contract Period:**

This is a twelve month contract for the following period: October 1, 2025 through September 30, 2026. There are two contract renewal options associated with this RFB for the following periods: October 1, 2026 through September 30, 2027 and October 1, 2027 through September 30, 2028. Any renewal is contingent upon CSDJFS receiving adequate funding from the State of Ohio, approval of Summit County Council and Provider's demonstrated performance.

### **Background:**

NET is a statewide program. Locally NET is administered by CSDJFS for Medicaid recipients. NET provides transportation to and from non-emergency medical or medical-related appointments. Services are provided to ambulatory and non-ambulatory clients able to transfer, independently or with the assistance, to and from a vehicle.

### **Proposals will be accepted for EITHER or BOTH of the following two services:**

#### **Transport Broker**

The Transport Broker will take calls from approved CSDJFS Medicaid clients, schedule transportation and make provisions for the required transportation to Medicaid reimbursable appointments. The Transport Broker will schedule drivers and vehicles (based on mobility) to and from appointments while ensuring timely pick up and drop off to scheduled appointments. The Transport Broker will confirm transportation details with clients, advising clients who will be providing the transportation services and of expected time of pick-up. The Transport Broker will coordinate transportation requests with licensed transportation providers. The Transport Broker will accept requests for transportation to Medicaid reimbursable appointments and schedule routes to ensure clients arrive at appointments at least fifteen minutes prior to appointments. The Transport Broker will ensure all transportation provider(s) meet driver training and qualification requirements per OAC 4766-3-13 and perform criminal records checks in accordance with ORC 109.572. These requirements follow the State Board of Emergency Medical, Fire, and Transportation Services rules. In addition, Broker and Transportation providers are required to carry CSDJFS required insurance minimums. CSDJFS will determine client eligibility to receive NET services and provide the Transport Broker with a list of eligible clients on a regular basis.

#### **Transportation Services Provider(s)**

The Transportation Services Provider(s) will provide transportation to CSDJFS NET clients to and from reimbursable Medicaid appointments. Transportation provided must meet the minimum level of care according to the customer's mobility needs. Clients must be transported to appointments to arrive at least fifteen minutes prior to their appointments, with sufficient time to enter the facilities and minimal wait time for pick up. Appointments may be in, or out of, Summit County. No-shows and excessive waits will not be reimbursable. Rides beyond a specified number of miles must be mutually agreed upon in advance with the Transportation Broker and CSDJFS NET Supervisor. In order to be considered Medicaid reimbursable, clients must be in the vehicle being transported to Medicaid approved providers.