

# What is Health Access Support?

Health Access Support offers individuals a resource to access medical and behavioral health appointments with reliability and confidentiality. Transportation support is offered for qualifying individuals utilizing Logisticare approved vehicles operated by Mount Rogers employees who have completed all training requirements.

## Health Access Support Eligibility

To be eligible for Health Access Support individuals must:

- Demonstrate a need for transportation assistance to consistently access medical or behavioral health service appointments.
- Have their service need assessed by Mount Rogers or another partner agency who can facilitate advocacy for service funding and justify the need for services to funders through the service plan of the individual.



## Referral Guidelines

Referrals can be made throughout the Mount Rogers Community Services area. All referrals should contact:

**Jessica Hutchens, Coordinator**

Phone: 276-223-1004  
276-920-4043

Fax: 276-223-0178

Email: [Jessica.Hutchens@mrcsb.state.va.us](mailto:Jessica.Hutchens@mrcsb.state.va.us)

The following information is needed for referrals:

- Basic demographic information for individual to include name, DOB, SSN, address, phone number. Additional information may be required for the purpose of meeting minimum data elements to establish a record for billing.
- Service amount and dates of service information approved (must be in writing on a purchase order or some other form of documentation to suffice as authorization of payment and must include required signatures from person(s) authorized to endorse expenditures).
- Service appointment information must include, at minimum, name of provider, location of provider, appointment date(s) and times, frequency of appointments (whether one-time or recurring).

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**Health Access  
Support**

# Guidelines & Limitations

- Health Access Support only offers transportation to health-related service appointments. Transportation for personal shopping, social activities, or other personal needs is not provided.
- Health Access Support will not provide pick up service for individuals who are not the targeted recipient of the service, even if other individuals are going to the same location and/or reside in the same place as the service recipient.
- Health Access Support does allow minor children to be included in transport with parent recipients only if the transport vehicle has adequate seating. Car and booster seats in accordance with state law requirements are the parent's responsibility to provide and move to and from the vehicle.
- All passengers must wear a seat belt or be buckled securely in a car seat while the vehicle is moving. Refusal to do so will result in no service delivery.
- Any individual who presents with verbally or physically aggressive behavior toward a driver will not be transported. Additionally, any individual who presents behavior that raises concern that the individual may be under the influence of alcohol or drugs or experiencing a medical/mental health emergency will not be transported. Individuals experiencing emergency needs should activate EMS by calling 911.
- Individuals receiving services must be willing to provide the minimum amount of information necessary to establish a service record for MRCSB and sign consents applicable to billing related needs and permission to transport.

## Funding & Service Rates

Health Access Support can be funded by CSA or other private funding sources. The service is not covered by insurance and is not offered on a sliding fee scale at this time.

Services are provided at an hourly rate. The billing rate includes all time of service from pick-up to drop-off, including any wait time during appointments.

Any cancelled or rescheduled appointments not providing at least a 24-hour notice will result in a charge of one hour per occurrence.

Any no show appointments will result in a charge of one hour per occurrence with report to the service payer for determination of termination of service after three instances of no show appointments recorded.

Services are not provided to individuals on a sliding scale basis at this time.

**Hourly rate of service: \$15.00**

