

Volunteer Driver Packet

Ulster County Community Action Committee, Inc.

70 Lindsley Ave., Kingston, NY 12401
Phone: 845.338.8750 Fax: 845.338.7502
www.uccac.org

*Serving Ulster County since 1965 &
a United Way member Agency*

Medicaid Transportation Program Policies and Procedures



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Welcome Volunteer Driver!

Ulster County Community Action Committee, Inc., (UCCAC) would like to take this opportunity to welcome you to our **Volunteer Driving Program.**

With our volunteer driving program, you as a volunteer will be going to many new and different locations; as well as meeting and spending time with people from the age of small children to retired persons. You are doing a service that not just any person can or will do. Being a volunteer is a wonderful sacrifice of your own personal time to make sure that people in need can get to their medical appointments.

While you are transporting clients, you have the opportunity to make a difference. Providing voluntary services is a way for you to give back to the community and help the economically disadvantaged.

UCCAC provides many services for people all over Ulster County. You as a volunteer driver are very important to us, and to our mission statement. We would like to thank you in advance for the services that you will be providing in the future and for becoming a volunteer driver for UCCAC.

UCCAC is a 501c (3) non-profit organization established in August 1965 by a group of local citizens who wanted to organize and provide services under the Federal Public Law 88-452, the "Economic Opportunity Act of 1964".

UCCAC's Mission Statement

Serving those in need, **UCCAC** is dedicated to assisting the disadvantaged in the Community, including the poor, the elderly, families, children and people with disabilities in order to enable them to live in dignity. Our services are designed to increase self-sufficiency and to empower those we serve to meet their needs adequately.

Our programs services are designed to respond to changing community needs, to strengthen families, to foster opportunities for education and training, to increase employability, to initiate opportunity for work, to reduce the living costs of the economically disadvantaged so that they have more resources to meet their basic needs, to remove obstacles to independence, to alleviate poverty and to respond to emergency needs that are often a condition of life in poverty.

Taking Action / Improving Lives

Please visit our website at www.uccac.org.

Purpose of Medicaid Transportation Program

The Medicaid Transportation program is designed to provide rides for people in Ulster County with Medicaid who don't have the ability to transport themselves to medical appointments. This program is restricted to only non-emergency medical trips (doctors, clinics, hospitals, and specialists).

Volunteer Requirements

The following is required of all Medicaid Volunteer Drivers:

- **Submit and hold a valid NYS driver's license. This is to be kept on file at UCCAC. (We will make a copy of the original license.)**
- **Submit proof of driving record/abstract from DMV. This is to be kept on file at UCCAC. (Please complete the request for UCCAC to complete the abstract for you.)**
- **Carry automobile insurance and submit proof of current insurance to be kept on file at UCCAC. The drivers insurance will be the primary and only insurance. (Copy of your insurance cards is required to be on file.)**
- **Submit current vehicle registration and a copy of current registration is to be kept on file at UCCAC.**
- **Produce documentation of a GPS system within the vehicle either from a dashboard connection and/or a cell phone.**
- **Keep UCCAC informed if you are unable to provide scheduled transportation. Sudden situations such as illness or vehicle breakdown should be reported as soon as possible so that other arrangements may be made for the consumers.**

Volunteer Duties and Responsibilities

Responsibilities:

- You, the volunteer driver will provide rides for individuals with Ulster County Medicaid, as assigned by UCCAC.
- Driver is to be on time to all appointments. A driver may not wait more than fifteen (15) minutes for any rider; therefore if the client delays more than fifteen (15) minutes, you the driver are instructed to call UCCAC to verify that you should continue on your route as scheduled.
- Drivers must request all passengers to wear seatbelts at all times while being transported per NYS Law.
- Drivers may assist a passenger by lending an arm, opening a door, helping with getting in and out of a vehicle or walking to and from a building or home.
- Drivers must submit all completed paperwork on time by close of business every Wednesday (or daily if preferred) for Medicaid trips in order to be reimbursed in a timely fashion.
- A driver must keep all information confidential. Any release of information or use of consumer information for personal reasons is a violation of the Privacy Act.
- A driver will share concerns or problems relation to passengers with UCCAC immediately. Comments or concerns should not be discussed with anyone other than UCCAC.
- A driver shall not smoke while clients are in their vehicles, per NYS Health Dept. The car must remain smoke-free at all times.
- Drivers will dress appropriately.
- Drivers will not use vulgar language and will remain respectful to all passengers at all times while transporting Medicaid individuals.

Trip Assignments

All rides will be assigned by UCCAC within our three (3) Outreach Service Offices in Kingston, Ellenville and Highland. The central hub is located in Kingston. The driver will not be reimbursed for any ride that has not been assigned by a qualified UCCAC site.

A driver is not allowed to take a call directly from a passenger requesting transportation. If such a situation occurs, please instruct the client to call the qualified UCCAC site to arrange transportation.

No Show Policy

Please make every effort to be sure the individual is aware you are there. You the driver should not wait more than fifteen (15) minutes for an individual to exit their residence. If you have called the individual, blown the horn, knocked on the door, and the individual has not responded, please call the UCCAC worker who assigned the transportation **BEFORE** leaving the individuals residence.

Unexpected Weather Conditions

When bad weather does arise, you, the volunteer driver have the right to cancel the ride. You must call the UCCAC office (NOT the individual), who will then notify the individual. In the event that the office is closed, the volunteer will call the passenger and leave a message at UCCAC notifying of the cancellation.

**** Nothing is more important to UCCAC than the safety of their volunteers and their passengers! ****

Accident and Incident Policy

Please report any incident that involves a volunteer and passenger **IMMEDIATELY** to UCCAC. This is to include inappropriate behavior, car accident, tickets while transporting individuals, or if a passenger slips or injures themselves while entering or exiting your vehicle.

Recording Trips

- Medicaid vouchers are yellow and will be provided by UCCAC. In order to be reimbursed, Medicaid trips must be submitted on the yellow sheets and must be filled out completely and correctly:
 - Complete name and address of volunteer driver
 - Complete Driver's license and vehicle plate information
 - Invoice number, appointment date and time
 - Consumer's full name and address
 - Appointment address
 - Beginning mileage, ending mileage, total mileage
 - Volunteer time (hours/minutes)
 - Required signature from medical facility
 - Volunteer driver's signature

Without proper information on the completed voucher, payment to you, the volunteer driver may be delayed or denied. Vouchers without an invoice number will **not** be reimbursed.

Reimbursement

Medicaid Transportation drivers are reimbursed at a rate of 0.50 cents per mile and must submit a yellow voucher form provided

by UCCAC in order to be reimbursed. Only miles that with passengers present, in the vehicle will be reimbursed.

UCCAC will only reimburse transportation that they have coordinated directly. No reimbursement will be approved that was **NOT** coordinated through a qualified UCCAC site.

Any questions may be directed to UCCAC Outreach Services Staff.

Code for Volunteers of UCCAC

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds the professional worker. I, like them, in assuming certain responsibilities, expect to be accountable for those responsibilities.

As a volunteer, I am responsible for maintaining the confidentiality of all privileged information to which I may be exposed to while serving as a volunteer. This pertains to information which involves staff, volunteers, clients, and any other matter pertaining to UCCAC.

I agree to serve without pay, but with the same high standards as paid staff that are expected to do their work.

I promise to approach my work with an open mind, to be willing to be trained, and to accept direction. And while I am a volunteer driver, I understand I am an agent representing UCCAC.

Conduct and attire must be professional and clean, please remember you are working with the public and please use discretion. Such attire as halter tops, short dresses/skirts, see through clothing and low cut shirts are unacceptable.

I believe that my attitude towards volunteer work should be professional. I understand that I have an obligation to my work, to those who direct it, and to those for whom transportation is done, and to the community.

I agree that I will keep confidential matters confidential, to approach my work with an open mind, to accept direction and to bring to it interest and attention.

I am eager to contribute all that I can to human betterment, and I accept this code as my code to be followed carefully and cheerfully.

As a volunteer driver, I accept the responsibility for refusing to drive if for any reason there is a question of safety due to my health, adverse road conditions, or passenger safety. If this situation does arise I will contact UCCAC and discuss the situation with them and let UCCAC take care of the necessary cancellations.



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UCCAC COMMUNITY OUTREACH SITES

Suzy Hinchey: Community Outreach Program Director

SITE	PHONE	HOURS
UCCAC (Main Office) 70 Lindsley Ave. Kingston, NY 12401 Suzy Hinchey, Program Director	845-338-8750, ext. 105	8:00 am – 4:00 pm
Ellenville Office 85 Center St. Ellenville, NY 12428 Rosemary Melendez, Care Manager	845-647-6061	8:00 am – 4:00 pm
Highland Office 15 Church St. Highland, NY 12528 Jan Cross, Care Manager	845-691-8722	8:00 am – 4:00 pm



IMPORTANT VOLUNTEER APPLICATION INFORMATION

VOLUNTEER'S NAME: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

MAILING
ADDRESS: _____

HOME PHONE: _____
CELL #: _____ Provider: _____

EMERGENCY
CONTACT: _____

List TWO - NON-RELATIVE personal or prior work references:

NAME: _____

ADDRESS: _____

PHONE: _____

NAME: _____

ADDRESS: _____

PHONE: _____

Volunteer Driver Acknowledgement

I, _____,
certify that I have read the attached Volunteer Driver Packet, including the Code for Volunteer Conduct and will adhere to all policies created by UCCAC in cooperation with NYS Medicaid and Health Department regulations. I understand that failure to abide to all rules and guidelines outlined in the driver packet and Code for Volunteer Conduct may result in my termination as a volunteer driver for UCCAC.

Printed Volunteer Name

Date

Signature of Volunteer

Staff Witness

Request for a DMV Report

DATE: _____

RE: Ulster County Community Action Committee, Inc.

I, _____, hereby give my permission to the Quilty Dwyer & Larkin Insurance Agency to obtain a copy of my Motor Vehicle from the Department of Motor Vehicles for the purpose of: Insurance/Employment Requirements.

PLEASE PRINT CLEARLY:

Name (as it appears on your NYS Driver's License):

DATE OF BIRTH: _____

DRIVERS LICENSE NUMBER: _____

Signature: _____

Print Name: _____