

NEMT services are required to be provided for members who need critical medical care, to the extent that it is possible, during adverse weather conditions and disaster events. These events include but are not limited to, extreme heat, extreme cold, flooding, tornado warnings and heavy snowfall, or icy roads.

Staff shall receive initial and ongoing training on adverse weather procedures, including prioritization of critical medical transportation, communication protocols, and contingency planning.

Special attention is given when weather or other events threaten to disrupt regular operations. Bay Cities Brokerage has coordinated transportation through blizzards, and floods and when severe weather or disruptions happen, these cases are priorities for our transport coordinators and case managers. They coordinate with the providers, medical facilities and the members to modify transportation plans as needed to assure that our members health is not jeopardized.

The safety of passengers is the first consideration when determining whether or not to perform services during inclement weather conditions. It is the policy of Bay Cities Brokerage to make every reasonable attempt to adjust an assigned travel method, as appropriate and necessary, to accommodate members transportation requests during inclement or changing weather conditions. Special consideration is given to life-sustaining trips, critical medical care such as, but not limited to dialysis, chemotherapy, and radiation treatments.

During inclement weather, BCB will be responsible for acquiring information on an ongoing basis to determine possible weather-related concerns that could impact transportation services. This information is obtained in combination with state highway patrol websites, local weather locations and risk levels. After a determination is made, customer service center personnel are informed of the risk level and the areas affected.

When inclement weather threatens the ability to provide transportation services, the center notifies the member of the taking to minimize disruptions to travelers. Members are notified either through a phone call via the Call Center or our NOVUS Scheduling Software that Adverse Weather conditions may hinder transportation. If needed, alternative options are communicated. Call Center Staff are training during the onboarding process regarding safety of Members transportation needs as well as ongoing quarterly meetings with the Bay Cities Ambulance Safety committee.

***We manage this process by categorizing the risk in the following levels.***

**GREEN/NORMAL CONDITIONS**

- Public transportation and transportation providers are running. No inclement weather conditions currently exist.

**YELLOW/CAUTION:**

- Public transportation and transportation providers are running; non-high-risk riders are either unable and/or unwilling to use originally scheduled transportation because of inclement weather conditions.

- Inform rider that required advance notice will be waived to allow them to reschedule their appointment for another day.
- CSRs make every effort to locate a provider capable of providing the services requested for all urgent requests.

**AMBER/HAZARDOUS:**

- Transportation is slowed; public transportation and transportation providers remain operational. For public transportation users, minimum walking distance requirements can be waived at the Client's request.
- Inform rider that required advance notice will be waived to allow them to reschedule their appointment for another day.
- CSRs will make every effort to locate a provider capable of providing the services for urgent requests.
- The BCB Supervisor or the Brokerage Administrator will contact the Providers if they have not already heard from them to determine their status and ability to transport patients in the present weather conditions.

**RED/SEVERE THREAT:**

- When the area is threatened with or experiencing serious inclement weather and transportation providers notify Bay Cities Brokerage that they are discontinuing service.
- The operation will immediately notify the Client of the stoppage.
- Bay Cities Brokerage and the transportation provider will make every attempt to notify riders that have already scheduled transportation of the travel restrictions and encourage them to reschedule their appointments. CSRs begin shifting high-risk trips to providers who remain operational and who will accept new trips.
- CSRs will make every effort to locate a provider capable of providing services urgent requests.
- If the rider and the transportation provider agree to a transport, CSRs will verify with the medical provider that the appointment has not been cancelled or delayed before transportation is scheduled. If so, the trip will be cancelled and they will be asked to reschedule the appointment.
- CSRs begin cancelling non-essential, non-urgent trips.
- Inform rider that the required notice will be waived to allow them to reschedule his or her appointment for another day.