

Non-Emergency Transportation (NET) Stretcher Services

To schedule stretcher service:

1. Insert reservation as normal.
2. Request name of person requesting trip, their phone number and fax number, if applicable.
3. Check rider notes as well as Approved/Denied Stretcher LOS folders for LOS Certification for the member in question.
4. If the member is in need of a new LOS Certification, retrieve name, phone number and fax number of requesting doctor.
5. Fax Level of Service Certification along with cover sheet to hospital or doctor's office.
6. Once a complete Level of Services Certification is received, run a trip report for the member (i.e., Reports, Trip, and Trip Detail by Rider) for the duration of the previous year. Check LOS traveled, and then bring all applicable information to a member of management for review. This must take place within two (2) hours after the LOS is sent.
7. After an approval or denial has been established, the facility and/or member must be advised of the status.
8. Insert an approval or denial notation in Rider tab, with duration of approval (if applicable).
9. If trip is denied, fax LOS Certification with denial reason back to the hospital or doctor's office. This is to be included with form 1500 when sending to OHCA for payment.
10. If approved, locate local EMS (in area trip originates from) or stretcher van service. Insert trip notes about who you have spoken to, confirm that the trip has been accepted, and include agreed rates to be paid for transport.
11. Once all the above has been completed and agreed upon, you must manually fax trip information to provider (do not fax by email).

Non-Emergency Transportation (NET) Stretcher Services

WHAT IS COVERED

Stretcher service is provided to members who require no medical assistance but are **UNABLE** to sit in a wheelchair. This includes those members with the following conditions or who must use the special medical equipment listed below:

- **Paraplegia** – The total inability to move both legs and usually the lower part of the trunk, often as a result of disease or injury of the spine.
- **Quadriplegia** - The inability to move all four limbs or the entire body below the neck.
- **Spica Cast** - A Spica cast (also called a hip Spica cast or body cast) immobilizes the hips and thighs so that bones or tendons can heal properly.
- **Spina Bifida** - A congenital condition in which part of the spinal cord (or meninges) protrudes through a cleft in the spinal column, resulting in loss of voluntary movement in the lower body.
- **Contractures** - A permanent tightening or shortening of a body part such as a muscle, tendon, or the skin often affecting its shape.
- **CVA/Stroke** - A sudden blockage or rupture of a blood vessel in the brain, which may cause loss of consciousness (blackout), partial loss of movement, or loss of speech.
- **Recent Fracture** - Fracture of any bone that affects the member being able to sit in a chair or wheelchair. Affected bones may include the femur (thigh bone), hip, or coccyx (tailbone).
- **Sacral Wound** - A wound relating to or near the sacrum at the base of the spine.
- **Spinal Fusion** - Spinal fusion is a surgical procedure used to correct problems with the bones (vertebrae) of the back (spine). The spine is stabilized by fusing together two or more vertebrae, using bone grafts as well as metal rods and screws.
- **TLSO Brace**- A brace that consists of a trunk and pelvic girdle that is customized to fit the child. It is used to treat curves in the mid back and lower back.
- **Decubitus Ulcer** - A bed sore, a skin ulcer that comes from lying in one position too long so that the circulation in the skin is compromised by the pressure.
- **Level of Service with Certification “Requires Continuous Oxygen Therapy”** is marked and member is able to control and/or monitor own oxygen.

Non-Emergency Transportation (NET) Stretcher Services

WHAT IS NOT COVERED

Stretcher service is provided to members who require no medical assistance but are **UNABLE** to sit in a wheelchair. Stretcher service is not covered in the following situations:

- Paraplegic/Quadriplegic member has his or her own wheelchair but not at the hospital. The wheelchair would need to be brought to the hospital and, even then, SoonerRide will transport by wheelchair vehicle.
- **Level of Service Certification with “Requires Continuous Oxygen Therapy”** is marked, but member is unable to control and/or monitor own oxygen.
- If Level of Services is marked “ALS (Advanced Life Support) or BLS (Basic Life Support), then the member requires ambulance transport, not stretcher.
- Member has a tracheostomy tube that requires suction along the way. This would require BLS.
- Level of Service is marked “Requires Continuous IV Therapy” or “Cardiac Monitoring.” Both of these require BLS.
- Member is Bed Confined (based on situation). This does not automatically make the member eligible for stretcher service because they may still use an electric wheelchair at their residence.
 - **A good way to be sure:** Call the member’s residence or nursing home and advise his or her nurse that transportation for the member’s discharge is being arranged. **Ask what type of wheelchair he or she has.**
- Member has a DNR (Do-not-resuscitate) document.
 - A DNR document is a binding, legal document that states resuscitation should not be attempted if a person suffers cardiac or respiratory arrest. Usually the member is on hospice care if they have a DNR. What makes a DNR member not eligible for SoonerRide stretcher services is that the driver is not always an EMT (Emergency Medical Technician). Should the member pass away during transport, the vehicle must stop and is unable to leave the county until a coroner arrives to call the time of death.
- If member needs any type of medical assistance during transport, it is considered BLS.
- If member weighs over 350 pounds, he or she needs BLS. Stretcher services have a weight limit of 350 pounds.
- Facility-to-facility transportation is not covered unless the member is going for a higher level of care.
- Member requests stretcher service because he or she is not able to transfer from a wheelchair without assistance from a Hoyer lift. In this circumstance, the member must either find a doctor who has a Hoyer lift or have the procedure done in a hospital setting.