



UC HRA

Transportation

Customer Handbook

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FOREWORD

Thank you for choosing UCHRA's Public Transportation system! We look forward to helping you get where you need to go. UCHRA Public Transportation provides affordable, safe, and dependable public transportation. To meet this goal, we ask that all passengers become familiar with the information within this booklet.

If you would like to schedule a ride, have any questions, or need additional assistance, please call us at 1-833-UC TRIPS (828-7477). TDD/TTY (Telecommunication Device for the Deaf) LEP (Limited English Service Available). TTD Users Call 1-800-848-0298.

This project is funded under an agreement with the Tennessee Department of Transportation.

Description of Services

Ride Upper Cumberland

Provides door-to-door, public transportation service to the citizens in the 14 counties of the Upper Cumberland region of Tennessee, which include Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White Counties. Vehicles are available with equipment to serve persons with disabilities.

Go, Upper Cumberland,

Provides a deviated fixed-route bus system in the cities of Cookeville, Algood, McMinnville, and Crossville by picking up and dropping off passengers at designated points along the routes.

Connect Upper Cumberland

Provides express route service to Nashville and Murfreesboro Monday through Friday. UCHRA Public Transportation provides service from each county to these intercity destinations daily, providing connections to the airport, Greyhound, and other requested destinations.

- I-40 from Putnam County to Nashville Monday through Friday
- Murfreesboro express from Cookeville Tuesday and Thursday
- I-24 from Warren County to Nashville and Murfreesboro available Monday through Friday

How to Schedule/Plan Your Trip

Office/Service Hours

Transportation office hours are 8 a.m. to 4:30 p.m., and services are provided 6 a.m. to 6 p.m., Monday through Friday. Some medically necessary transportation trips are made outside the stated times.

Customer Service

UCHRA Public Transportation will make every effort to accommodate customer requests for transportation. Customers should call 1-833-UC TRIPS (828-7477). Passengers must request all stops at the time of reserving their trip.

Holidays

Ride and Connect Upper Cumberland are closed on all scheduled State and Federal holidays. Go Upper Cumberland does not provide service on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

What it Costs to Ride

Zone trips are \$1 each way and \$1 for each additional stop. Fares outside of designated zone areas are based

on miles traveled and will be billed accordingly. Contact customer service at 1-833-UC TRIPS (828-7477) for detailed fare information.

Passengers need to have the correct change ready for drivers before boarding the vehicle. Passengers can only pay for the current trip they are taking; passengers cannot pay for two trips at once or pay for trips at a later time or date.

Pick-up

Due to time and distance, passengers may be asked to be ready up to one hour before the appointment time. We offer off-the-route Go UC pick-up to 3/4-mile from designated stops. If you need an off-the-route pick-up for Go UC, please call (931) 372-8000 for Cookeville or Algood, (931) 473-6652 for McMinnville, and (931) 456-0691 for Crossville—at least one (1) hour before the scheduled stop time. Leave a message with address information of where to be picked up for the next scheduled hour. For example, if you call before 9 a.m., pick-up will be between 9 a.m. and 10 a.m. route. Before 10 a.m., the pick-up will be between 10 a.m. and 11 a.m.

Return Pick-up

Please contact UCHRA's Public Transportation at 1-833-UC TRIPS (828-7477) for a return pick-up.

Riding the Bus

Non-Discrimination

UCHRA's Public Transportation is committed to maintaining an environment free of discrimination. No persons in the United States shall, on the grounds of race, color, age, sex, disability, religion, or national origin be excluded from participation, be denied the benefit of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the Department of Transportation.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act prohibits discrimination against qualified individuals with disabilities from participation in services, programs, or activities of a public agency—including transportation programs.

Reasonable Modification

UCHRA Public Transportation will provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Drivers can make some reasonable modifications.

Contact the UCHRA Mobility Manager at customerservice@uchra.com or 1-833-UC TRIPS (828-7477) for reasonable modification of your trip, if required.

For comments/questions, contact Customer Service at

Phone: 1-833-UC TRIPS (828-7477)

Email: customerservice@uchra.com.

Mail: ATTN: UCHRA's Public Transportation Customer Service
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501-4010

Physical and Cognitive Requirements

- Be able to move oneself from home to vehicle and back unassisted by the driver.
- Maintain self-control while on board. Violent, disruptive, or illegal behavior shall be prohibited. Conduct that is annoying or inconvenient to a reasonable person is prohibited.
- Passengers should have the ability to manage themselves during their transit. Passengers are responsible for their belongings. UCHRA's Public Transportation is not responsible for lost or stolen items.

- Must not have any contagious communicable diseases that are transmitted when nearby (measles, mumps, chicken pox, staph (MRSA), etc.).

Passenger Assistance Companion/Escort/Personal Care Attendant Policy

UCHRA Public Transportation is responsible for providing door-to-door service. All drivers are required to assist each passenger in and out of the vehicle. Passengers that need special assistance in performing common tasks are allowed to have an escort or attendant to assist them.

Rules & Driver's Responsibility

Passenger Safety

Your driver is trained in appropriate safety requirements and all applicable local, state, and federal laws and regulations. In addition, ongoing training is provided throughout the course of employment. Vehicles are serviced regularly through our maintenance facility and are equipped with the required safety equipment. UCHRA Public Transportation is committed to providing a safe, pleasant mode of transportation for all customers. To provide a safe and enjoyable ride for all passengers we request the following guidelines for all passengers.

Wheelchairs

As defined by DOT/ADA, a wheelchair is defined as a mobility aid belonging to any class of three or more wheeled devices useable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. Transit providers must carry a wheelchair and occupant if the lift and the vehicle can physically accommodate them unless doing so is inconsistent with legitimate safety requirements.

Drivers are not permitted to operate power mobility devices for passengers unless it is during the securement process. Passengers in mobility devices must allow drivers to properly secure the device. When transporting a passenger in a wheelchair it must be properly secured with a 4-point tie-down system with a lap belt & shoulder harness. For your safety during transport, we suggest wheelchairs be equipped with functional brakes, footrests, and a wheelchair set in an upright position.

Rider's Rules

For the most pleasurable, safe transport, all passengers should maintain orderly conduct while aboard the vehicle.

- No loud, violent, or abusive conduct (physical or verbal) will be allowed. Passengers should not make threats or act in a threatening manner toward agency employees or other passengers.
- Passengers are responsible for all personal belongings while on board the vehicle and must remove belongings and any trash upon exiting the vehicle.
- Portable oxygen tanks must be secured while in transit.
- Passengers must wear seat belts while in transit aboard the vehicle.
- Children will be transported according to Tennessee Child Restraint Laws.
- Service animals are permitted on UCHRA's Public vehicles.
- Passengers are not allowed to tip drivers or give them gifts.

The agency strives to make the transport of passengers a pleasant experience. Any person(s) that are transported by UCHRA Public Transportation should be mindful of other passengers and their rights to a clean environment. Good personal hygiene is suggested to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area.

Driver's Responsibility

- Drivers are required to assist the passenger upon boarding and leaving the vehicles.
- Drivers are not allowed to push or pull wheelchairs up or down steps.
- Drivers are not allowed to enter a passenger's home.
- Drivers are not allowed to sign out any passenger from any type of medical facility or school.
- Drivers are not allowed to sign for any medication.
- Drivers cannot assist in administering medicine, using the restroom, or getting dressed.
- If any UCHRA Public Transportation employee is not following agency policies or performing their job duties and responsibilities safely and professionally, please call Customer Service at 1-833-UC TRIPS (828-7477) or send an email to customerservice@uchra.com. UCHRA Public Transportation welcomes questions, comments, and suggestions.

Riding the Bus Policies and Procedures

Title VI, ADA or General Public Complaint

Customers, Passengers, and General Public have the right to file a complaint if they are not satisfied with your service or feel unfair treatment by a member of UCHRA staff.

1. First—Ask your driver or request from Customer Service the complaint procedures and/or contact your Customer Service with your complaint. Phone number: 1-833-UC TRIPS (828-7477)
2. Second—Customer Service will investigate and attempt to resolve this. UCHRA may find it necessary to involve the Safety & Security Manager or the Mobility Manager to resolve the complaint. They will respond to your complaint within 30 days in writing.
3. Third—If your complaint is not resolved you can appeal the decision to the UCHRA Public Transportation Director. The Director will investigate and respond within five working days in writing.
4. Fourth—If you are still not satisfied with the resolution of the complaint, you may request a meeting with UCHRA Public Transportation. The Director may find it necessary to include Human Resources to determine next steps.

All documentation will be copied to: The person filing the complaint, all parties involved in the procedure, and program files.

Contact Information

Phone: 1-833-UC TRIPS (828-7477)

Email: customerservice@uchra.com.

Mail: ATTN: UCHRA Public Transportation Customer Service
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501-4010

Emergency Procedures

If an accident occurs, passengers are to maintain calm and follow the directions of the driver. Each driver is trained in accident and emergency procedures. If evacuation of the vehicle is warranted, passengers should unload in an orderly manner.

Bad Weather Policy

If bad weather is forecasted or develops in your county, UCHRA Public Transportation will only be providing medically necessary trips when possible. Exceptions will be made on days when main roads are clear and drivers have determined that passengers can be transported safely. If this occurs, passengers will be notified that transportation is available. Contact 1-833-UC TRIPS (828-7477) or your local UCHRA's Public Transportation office to cancel or reschedule your trip.

UCHRA Public Transportation Health Policy

This policy is to ensure the well-being, health, and safety of our transit drivers and passengers. Contact with bodily fluids, such as blood or vomit, poses a health risk to UCHRA Public Transportation drivers and passengers on board agency vehicles. If a driver arrives to pick up a passenger and his or her clothing is soiled with feces, urine, vomit, or blood and is not dressed in a manner that prevents seepage of bodily fluids, the driver should contact dispatch and request additional assistance with the trip.

Refusal of Service Due to Rider Conduct

UCHRA may refuse service in situations where a rider engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others. Refusal of service to an individual with disabilities shall not occur solely because the individual's disability results in involuntary behavior that may offend, annoy, or inconvenience others.

Violators may appeal or request future transportation services in writing to:

Phone: 1-833-UC TRIPS (828-7477)

Email: customerservice@uchra.com.

Mail: ATTN: UCHRA Public Transportation Customer Service
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501-4010

No Smoking Policy

No use of any tobacco products, electronic cigarettes, personal vaporizers, electronic nicotine delivery systems, etc., within 50 feet of vehicles for UCHRA Public Transportation staff or customers.

UCHRA Public Transportation Cancellation/No-Show Policy

- A no-show occurs when a person has reserved a ride and then does not ride when the vehicle shows up.
- A no-show also applies to a person who cancels their trip within two (2) hours or less of the scheduled pick-up time.
- If you are not at the pick-up point within five (5) minutes after the arrival of the vehicle, the driver will inform dispatch that you are a no-show. The return trip will also be canceled if scheduled unless notified otherwise.
- Within a 30-day period, three (3) or more no-shows representing at least 20 percent of scheduled trips will be grounds for temporary service suspension for up to 30 days.
- Contract services: If we receive a referral for transportation and you are a no-show, we will inform the referral source (i.e., Southeastrans, Tennessee Carriers, etc.) which may result in interruptions of transportation services.

To cancel a trip, please contact customer service at 1-833-UC TRIPS (828-7477). Office hours are 8 a.m.- 4:30 p.m. Outside of these times, please leave a message. You may also contact your local UCHRA Public Transportation office to cancel or reschedule your trip.

Upper Cumberland Human Resource Agency Health Insurance Portability and Accountability Act (HIPAA)

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED, DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

Upper Cumberland Human Resources Agency (hereafter designated as UCHRA) has always been very careful to protect the privacy of our client's medical transportation information. We respect your right to privacy and have always handled your personal information entrusted to us with the utmost care. We hope that this privacy practices statement answers any questions you might have.

UCHRA, as a provider of transportation services that bills insurance companies and government payers for providing transportation services for our clients to medical facilities, is required by law to maintain the privacy of protected health information, which includes transportation records. We are also required by law to give you this statement and to adhere to the practices laid down in this statement. The law requires us to give you this notice in advance of your first service whenever possible. But it also allows us to collect information via phone or other means ahead of time to expedite our service to you, and it allows us to transport you immediately as long as we make a good faith effort to present you with the statement as soon as possible, which we will. We are required by law to prominently post this notice and any later revisions in all of our places of service. If you do not see this notice posted, please ask any staff person to point it out to you.

This notice is effective as of April 14, 2003. We may in the future find it necessary to change our practices and reserve the right to do so without notice. Any change to our practices will be highlighted and dated on the posted notice of our practices of all of our service locations by the time any changes go into effect and we will begin distributing the revised notices by the time the revisions take effect. We encourage you to check out posted practices each time you visit. If we do find it necessary to change our practices over time we will not segregate our records according to the notice in effect at the time the entries into the records were created. We specifically reserve the right to not segregate our records in this notice. This means that we will not separate our records by date of change. They will all be kept together. You are entitled to a copy of our privacy practices and any revisions at any time so please do not hesitate to ask the staff person for a copy.

The law further requires that we must make a good-faith effort to obtain your written acknowledgment of receipt of this notice. That is why we are asking you (or your representative, for example, a parent of a child) to sign saying that we have given you this notice. If you do not sign this acknowledgment, the staff person who presented it to you will sign a statement saying that they gave it to you for our records. If you have any questions at any time about this notice or anything in it, please ask any staff person. If they do not answer your questions or address your concerns to your satisfaction, please call Human Resources Department at (931) 528-1127.

Your medical transportation records are maintained in our offices in a secure location, available only to those who need access to them and then only to the minimum necessary extent to accomplish their job to help in your transportation to medical treatment, the pursuit of payment, or to meet needs of our healthcare transportation operations. This means that if someone does not need to see your record to fulfill their job responsibilities, we will not let them. If maintained or shared electronically, reasonable and appropriate security measures will be in place to protect the privacy of your information. All staff is trained in the methods of protection of your privacy and all staff has agreed in writing to abide by the practices as outlined in this notice.

The law allows us to use your personal health information for treatment, payment, and healthcare transportation operations. What this means is that while protecting the privacy of your information, releasing only the minimum necessary information to accomplish our purpose, and to provide you with the best service possible, we must share your information among our staff and others.

Disclosures for Transportation to Treatment

Our staff must share information to receive the orders to transport you, dispatch those orders to a county office, get your name on a manifest for a van or car, and get you picked up and to the appropriate medical facility or other destination. We must also share information about when you need to be picked up and returned home or to another destination.

Disclosures for Payment

We are allowed to use your information for payment. This means that office and billing staff may use the minimum necessary amount of your information to collect payment from any insurer, government program, or any other payer including yourself. At times, an insurance company or other payer requires us to send them a medical transportation record for their review before they will pay for services rendered by us. When such a request occurs, we review your record and send them only the minimum necessary amount of information that in our opinion satisfies their needs. However, by contract with both you as the member and us as the provider, most plans have a contractual right to review your entire record on demand. If they make such a demand, we must comply. If you wish further information about this process, please call Human Resources Department at (931) 528-1127.

Disclosures for Healthcare Operations

We are allowed to use your information to facilitate healthcare transportation operations. This means that we can use your information to help us schedule, review for Quality Assurance or Risk Management of Corporate Compliance, or any other way that we see fit to help us measure and improve the quality of service that we provide. At times, it is necessary to mail, fax, or electronically transmit your personal health transportation information for treatment, payment, or healthcare operations. For example, we will fax your transportation order to a county office, and later they will fax us a record of your trip. In addition, at times it is necessary to transmit transportation information including your name, address, phone number, and destination over our radio system. Our area of service is so widespread and rural that no better communication alternative at this time would help us meet your service needs. We limit the information transmitted to the minimum necessary to get you where you want to go.

Similarly, at times, it is necessary to transfer your information between our locations to an insurance company, governmental agency, or other payer and we will use reasonable and appropriate security measures whether they are being transferred physically or electronically. If your record is maintained in electronic form, reasonable and appropriate measures will be taken to protect your personal information, access being allowed only to the minimum necessary extent that each staff member needs to be able to make their best contribution to your service. Precautions will be taken to prevent unauthorized access both within our company and from outside our company. If you have questions about these reasonable and appropriate measures, please contact Human Resources Department at (931) 528-1127.

We reserve the right to change these policies without notice other than visibly posting them in each of our service locations without segregating our records. We will distribute revised notices in advance of the effective date of any revisions. We once again encourage you to read the posted practices each time you visit us.

We will only release your records under the above circumstances unless required to by court order or compelled to by a government agency for any reason, including public health or law enforcement purposes. Any other uses and disclosures will be made only with your authorization. If you authorize us and later change your mind, you can cancel that authorization. If you sign and then later revoke an authorization, we will between the time of the authorization and the revocation be allowed to release your record as stated in the authorization that you sign. We will maintain a record of any release of your personal health transportation information not covered in this statement or authorized in a separate document signed by you or your representative, if any. You have the right to request a disclosure of this record of releases in writing to the Human Resource Department at UCHRA 580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501-4010.

You can request restrictions in the handling of your information contrary to the practices described in this notice. Any request of this nature must be made in writing to Human Resource Department at UCHRA 580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501-4010.

Be aware that as we are already committed to keeping your information as private as possible, and that any further restriction may interfere with your transportation to treatment, our right to pursue payment from a plan of insurer may hinder our healthcare transportation operations.

Such an added restriction may cause responsibility for payment to fall exclusively on you. This means that you may have to pay for your services in full. We are not required to accommodate your request. You have the right to review or receive a copy of your medical transportation record. You must make this request in writing to Human Resource Department at UCHRA 580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501-4010. We will respond to your request within 10 days.

There will be a charge for this service based on copying costs only, stated in advance. You have the right to amend your record if you do not agree with it.

This means that you may ask that your statement be placed in your record disagreeing with a part of your record. We then have the right to attach a statement to your record responding to your concern whether we agree or disagree with your amendment. Please discuss any concerns in this regard with Human Resource Department at (931) 528-1127.

We will require our Business Associates (persons or entities who perform services) on our behalf to sign statements of acknowledgment of an agreement with our Privacy Practices. Our Business Associates, whether the information is shared with them incidentally or in the course of transportation, payment, or healthcare operations. Agree to protect your privacy in the same ways that we do by signing these specific agreements. These agreements may in the future become a part of contracts with our Business Associates.

We will never use or share your personally identifiable health transportation information with anyone for marketing or research purposes without clearly explaining to you how your information will be used and having you sign an authorization for this use ahead of time.

If you feel that, your privacy rights have been violated please contact: Human Resources Department at (931) 528-1127.

We desire to immediately address your concerns regarding our protection of your privacy completely. However, if your concerns are not addressed to your satisfaction you may complain to the Secretary of Health and Human Services at HHH Building, Washington, DC 20201.

We reserve the right to change any provision of this notice at any time by posting the revision at each of our service locations without segregating our records. If you would like more information or further explanation of our privacy practices, please call Human Resources Department at (931) 528-1127.

Contact Information for Customer Service

ATTN: UCHRA Public Transportation Customer Service

Phone: 1-833-UC TRIPS (828-7477)

Email: customerservice@uchra.com

Mail: Upper Cumberland Human Resource Agency
580 South Jefferson Avenue, Suite B Cookeville, TN 38501-4010

Accessible Formats

Information and communications concerning UCHRA's transportation services are available in alternative accessible formats, upon request. To initiate such a request, please contact customerservice@uchra.com or call 1-833-828-7477.