



**TO: All CMAP Providers**

**RE: Weather Related Transportation Cancelation / Delays**

This bulletin is a reminder regarding transportation cancelation / delays due to inclement weather. Every effort will be made by the transportation provider network to continue to operate transportation services during inclement weather, however delays can be experienced and cancelations may occur due to unsafe travel conditions. In severe weather, transportation is prioritized to ensure members most at risk obtain the care they need. Prioritization of rides typically includes members who are on dialysis, undergoing radiation or chemotherapy treatments.

In an effort to prioritize care when there are weather related closures, the following policies are being considered:

**Child Services:**

If the Board of Education closes a school district (full day or early dismissal), Connecticut Medical Assistance Program (CMAP) enrolled providers will not transport children to after-school programs from or to the town unless it is for a critical care service.

**Adult Services:**

If methadone providers shift the time of medication dispensing on the day of a storm, LogistiCare Solutions, will likewise work to rearrange transportation services on that day. If the facility plans on closing early due to weather, LogistiCare Solutions will cancel all trips for that day. If the methadone clinic does not open at all for business on a particular day, all trips to that clinic will be moved to the following day. Additionally, LogistiCare will work with the clinic provider to determine if there is a change of time of medication dispensing on the day previous or

post storm. Similarly, LogistiCare will work to shift transportation days and times for dialysis center closures.

**Posting Instructions:**

Provider bulletins can be downloaded from the Connecticut Medical Assistance Program Web site at [www.ctdssmap.com](http://www.ctdssmap.com). If you have any questions, please contact Srinivas Bangalore, at (860) 424-5592, NEMT Program Services.