



COMMONWEALTH of VIRGINIA
Department for the Aging

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June 23, 2009

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Note: The web addresses (links) in this document may change over time. The Department for the Aging does not attempt to refresh the links once the week has passed. However, this document is maintained on the web for a period of time as a reference. Some links may require registration.



COMMONWEALTH of VIRGINIA
Department for the Aging

MEMORANDUM

TO: Directors, Area Agencies on Aging

FROM: Leonard Eshmont

DATE: June 23, 2009

SUBJECT: VDA Productivity Measure Closing Codes Implemented July 1, 2009

In follow up to the May 5th, 2009 Tuesday mailing Wednesday July 1, 2009 will be the implementation date for all Area Agency on Aging (AAA) agencies to begin collecting closing code information on the six services related to our productivity measure. Services included are Adult Day Care, Checking, Chore, Home Delivered Meals, Personal Care, and Homemaker.

AIM application administrators and Peerplace application administrators have been provided technical detail documentation on how to input the data when applicable. Local AAA users should contact their application administrator on details to accomplish this new data entry task.

The code list is provided below:

- Agency terminated service(s)
- Attempt(s) to contact client unsuccessful
- Deceased
- Family provided assistance
- Hospital
- Moved from the area
- Moved to Assisted Living Facility
- Needs Met
- No longer able to meet client's needs

SUBJECT:VDA Productivity Measure Closing Codes Implemented

July 1, 2009

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- No longer eligible
- Not eligible for service
- Nursing home
- On hold/inactive
- Opened at different level
- Other
- Refused to cooperate in assessment process
- Refused to grant consent (to exchange information)
- Refused referral(s)
- Service not available
- Wait list
- Withdrew voluntarily from services

Please insure that a closing code is established for each of the six services all individuals may stop receiving as of 7/01/2009 or in the future. Thank you for your help in implementing this procedure as the information will be of great value in analyzing our performance related to In-Home services.

If you have any questions, please contact me via email (leonard.eshmont@vda.virginia.gov) or phone (804-662-9800).



COMMONWEALTH of VIRGINIA
Department for the Aging

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Ellen Nau, Human Services Program Coordinator

DATE: June 23, 2009

SUBJECT: 2009 Governor's Caregiver Recognition Award

Deadline for Awards is Now July 31, 2009

The Council on the Status of Women is happy to announce the third annual Governor's Caregiver Recognition Awards. This award symbolically honors the thousands of caregivers who lovingly take care of family and friends. Although the award is given to only a few caregivers, it serves to heighten public awareness of the contributions of all caregivers. Winners will be honored at a ceremony on November 17, 2009, at the Science Museum of Virginia in Richmond, VA.

The nomination form can be downloaded at:

http://www.dss.virginia.gov/community/council_women/caregiver.html

Also, a request to have the form mailed can be made by calling 1-804-726-7017 or emailing council.women@dss.virginia.gov.

Completed nomination forms can be submitted as follows:

- ✓ U.S. Mail Council on the Status of Women
7 N. 8th Street
Richmond, VA 23219
- ✓ FAX (804) 726-7015
- ✓ E-Mail council.women@dss.virginia.gov.

Nominations must be Postmarked, received via fax, mail or e-mail no later than July 31, 2009. Incomplete nomination forms and nominations postmarked or delivered after the deadline will not be accepted.



COMMONWEALTH of VIRGINIA
Department for the Aging

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

AND: Nutrition Directors

FROM: Elaine S. Smith, MS, RD
Program Coordinator

DATE: June 23, 2009

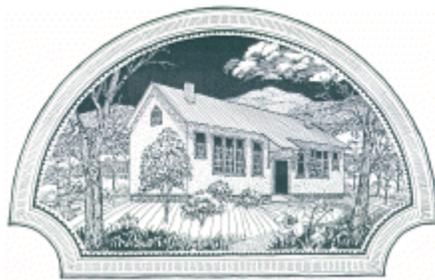
SUBJECT: Scrabble School/Rappahannock County Senior Center

Following is an update from Lola Walker, Volunteer & Aging Services Manager at Rappahannock-Rapidan CSB/AAA, on their relocation of the Rappahannock County Senior Center. They are very excited to be in a new, historic site!

Attached is information that you might find interesting about the history of the Scrabble School. This is a great story that demonstrates the power of history preservation and collaboration. Please contact Lola if you have further questions at 540-825-3100 ext. 3358 or walker@rrcsb.org

<http://www.scrabbleschool.org>

Attachment



**Scrabble School
Rappahannock County, Virginia**

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Foundation](#)

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On May 2, 2009, a dream came true as the renovated Scrabble School was rededicated as a Senior Center and African-American Heritage Center. The Heritage Center is not yet open to the public.

Click [here](#) for the Rappahannock News article on the Grand Opening.

Reserve your Paver now! Through the Engrave-a-Paver program, supporters can place their message on one of several hundred paving stones to surround the "plaza" feature in the front of the renovated building. Click [here](#) for more information.

An outstanding example of a "Rosenwald" school, the Scrabble School was built in 1921 to provide improved elementary education to African-American children living in Woodville, Sperryville, Slate Mills, Peola Mills, and surrounding areas. The African-American community provided the bulk of the construction and donated \$1,100, with white residents assisting and donating \$125. An \$800 challenge grant from the Julius Rosenwald Foundation and a contribution from the county completed the total budget of \$3,225.

For over 45 years the Scrabble School provided solid early education for many students until ceasing operation with integration in 1967. Alumni recall devoted teachers and rigorous standards.

The building stands on its original site on what is now called Scrabble Road (Route 626) off Route 522.



Largely intact on the



exterior and interior, the structure will need substantial rehabilitation to be suitable for present-day use.

The building will be adaptively reused as the county's Senior Center. The renovated structure will also incorporate interpretive and historical materials on view to the public that will tell the story of the school, the community it once served, and its place in local, state, and national history.

The rehabilitation project is being planned with support from generous community members, the Rappahannock County government, the Rappahannock-Rapidan Community Services Board/Area Agency for the Aging, and the Scrabble School Preservation Foundation, a 501(c)3 not-for-profit organization founded in 1995.

Click [here](#) to hear VFH Radio's 4-minute story on Scrabble School, aired on public radio in February, 2006.



Craig Barton, an Associate Professor of Architecture at UVa who specializes in helping African-American



*communities
to preserve
and interpret
their*

*significant cultural resources, visits the building with members of
the Scrabble School Board. (Left to right: Professor Barton, Jim
Gannon, Bob Lander, and Nan Roberts.)*

[webmaster](#)

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09-145

COMMONWEALTH of VIRGINIA
Department for the Aging

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

AND: Nutrition Directors
Health Promotion and Disease Prevention Coordinators

FROM: Elaine S. Smith, MS, RD
Program Coordinator

DATE: June 23, 2009

SUBJECT: Grant Opportunity – deadline July 15, 2009

The Virginia Department of Health (VDH), Division of WIC and Community Nutrition Services (DWCNS), an agency of the Commonwealth of Virginia is soliciting sealed proposals to establish statewide contracts through competitive negotiations for the allocation of CHAMPION Obesity Prevention Implementation Programs.

Community groups statewide are encouraged to implement programs based upon CHAMPION recommendations and compete for grants from the health department to fund their programs. As many as 15 grants, for up to \$10,000 apiece, will be awarded by late summer. Following is a fact sheet on ***Creating Communities for Active Aging***, which is the program for older adults that VDH is recommending for funding.

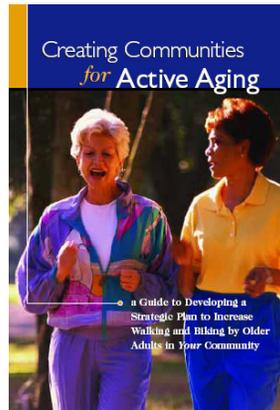
The targeted populations will be high risk communities identified with increased numbers of health disparities in the following counties: Lee, Scott, Wise, Dickenson, Buchanan, Russell, Washington, Tazewell, Smyth, Grayson, Wythe, Bland, Carroll, Southampton, Isle of Wight, Suffolk, Chesapeake, Virginia Beach, Norfolk, Portsmouth, Hampton, Newport News, Williamsburg, York, Gloucester, Mathews, Middlesex, King

Grant Opportunity – deadline July 15, 2009
June 23, 2009
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William, King and Queen, Essex, Richmond, Lancaster, Westmoreland,
Northumberland, Northampton, Accomack.

For additional information on CHAMPION and to access the CHAMPION Obesity Prevention Plan, visit <http://www.vahealth.org/WIC/Champion/index.htm> or contact Heidi L. Hertz at Heidi.Hertz@vdh.virginia.gov or (804) 864-7836. Grant information may be accessed at <http://www.vahealth.org:80/WIC/Champion/grantinfo.htm>

Creating Communities for Active Aging attachment to follow.



Virginia Statistics

The Center for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System (BRFSS) data indicates that more than 50 percent of American adults are not regularly active. The percentage of adult Virginians who reported not participating in any physical activity within the past month is 21.6 compared the national average of 23 percent. Virginia mirrors the national average when it comes to adults not getting enough physical activity; more than 50 percent of adult Virginians do not meet the recommended amount for moderate physical activity

About Creating Communities for Active Aging

Creating Communities for Active Aging helps communities develop strategic plans to promote active aging. Topics include:

- Involving stakeholders;
- Assessing barriers and opportunities to physical activity; and
- Developing strategies for increasing the number of older adult walkers and cyclists.

Active aging strategies range from public policy changes, to improved community design, to information and education approaches. This document is a guide for community groups to use to create a strategic plan to engage the older adults in your community in more physical activity. The guide contains goals and terms for your group to discuss and adapt as you develop your own community's plan. You can tailor your own strategic plan to meet the needs of the place where you live and the people who live there. You will find suggestions on involving key stakeholders from your community in the process of finding the obstacles and prospects.

Training Requirements

This program requires a 1-day VDH sponsored training and VDH technical assistance.

Program Implementation Specifications

- Implement an 8-week walking campaign

Creating Communities for Active Aging Trainer Responsibilities

- Participate in VDH training and technical assistance.
- Convene or Establish a Walking Workgroup. This workgroup will ultimately determine the program focus and components.
- With the Walking Workgroup Develop a Strategic Plan to promote physical activity among older adults using the Key Steps
- Conduct a Community Assessment using the Walkability Checklist
- Prioritize results of checklist by Walking Workgroup goals and feasibility; Develop strategies to reach the goals
- Develop a promotion plan for recruiting participants and increasing walking among older adults including a Kick-Off event.
- Implement an 8-week walking campaign
- Implement the program, track participants, collect data, and perform evaluation.

Budget Checklist: Creating Communities for Active Aging

Program materials needs will vary for each group implementing the Active Aging Guide. Below are the suggested materials for implementation and a chart to use in preparing the budget.

Item	Budget Considerations	Cost
Walking Workgroup Meeting	<ul style="list-style-type: none"> • Participant Packet including: Nametags, Workgroup member responsibilities, Communications on the benefits of walking, Walkability Checklist, Tools to begin writing a strategic plan, Copy of Creating Communities for Active Aging • Space for meeting 	
Walkability Evaluation	<ul style="list-style-type: none"> • -Walkability checklist, camera, clip boards, flashlight 	
Supplies for Kick-Off Event	<ul style="list-style-type: none"> • Campaign Information Packet including: Your business card, Guest Sign-In Sheet, Media Sign-In Sheet • Campaign items including: Campaign banners, Campaign scrapbook of newspaper clippings, event pictures, etc, Give-away items, Event information sheet/flyer, Flyers on upcoming walking events • Water stations (number depends on distance and number of walkers): Water coolers, Tables 	
Communications/Media	<ul style="list-style-type: none"> • Information on upcoming walking events: Posters, local newspaper advertisements, postcards 	
Tracking participant physical activity	<ul style="list-style-type: none"> • Pedometers (\$4/pedometer) • Steps tracker to record number of steps • Method of retrieving physical activity data (duration, number of activities, steps, etc) 	
	Total	

Creating Communities for Active Aging Evaluation

- Completion of BRFSS Pre-test; Completion of BRFSS Post-test

Tips for Success in Creating Communities for Active Aging

Involve stakeholders in program planning and implementation. Stakeholders provide critical insight into the needs, desires, and social norms of a community. By including stakeholders from the outset, residents are invested in the program and will be more likely to participate.

Base the program in an accessible and acceptable area to the target audience. Community walks can begin in a residential area or at a community center to boost participation.

Build evaluation into program plans. Evaluation helps planners modify programs to enhance effectiveness as well as ensure accountability. Consult the Walkability Checklist for evaluation components.

Ensure available and dedicated staff and enlist volunteers. A dedicated staff is required to have a consistent emphasis on physical activity. In addition, volunteers can contribute expertise in planning, coordination, and evaluation.

Make everything free or low-cost and open to anyone; also provide incentives to participants. Eliminating even low user fees can increase participation as many seniors live on a fixed income. Communities that provide small incentives to participants can entice people to start and stay with a program.

Use a multi-generational approach. While different age groups have divergent needs, appealing programs can unite generations, strengthen communities, and change social norms.



COMMONWEALTH of VIRGINIA
Department for the Aging

MEMORANDUM

TO: Directors
Area Agencies on Aging

FROM: Bill Peterson

DATE: June 23, 2009

SUBJECT: Medicaid Transportation Provider - *Logisticare*

I am sure that your staff receives complaints from your clients and others in the community regarding the services that are provided by your local *Logisticare* (Medicaid) transportation contractors (non-emergency transportation). In their defense, *Logisticare* arranges and coordinates more than 8 million trips each year in Virginia and is dependent on their local contractors to actually provide the service. As you can guess, finding competent and reliable transportation providers is extremely difficult in some areas of our Commonwealth. However, this is no excuse for poor service. *Logisticare* seems sincere in their request that you provide them with your complaints and concerns about specific situations as they occur.

It is important that your clients as well as your staff know that they need to contact the special toll free “Where’s My Ride” number in your service area to report complaints and concerns. For example, if a scheduled ride is late, if the driver is discourteous, or if a client is left stranded, either the client or your staff should immediately contact the “Where’s My Ride” number to report the situation. Clients and staff should be instructed to record dates, times, and names when working with the “Where’s My Ride” staff in order to document efforts to resolve problems or concerns. *Logisticare* tracks all complaints and should respond by phone or in writing to any complaint or concern reported to their “Where’s My Ride” toll free number.

I have been assured by *Logisicare's* General Manager that you can contact her directly if you have complaints that persist or remain unresolved after you have tried to work with the staff at the "Where's My Ride" number for your region:

Freda Smith

Logisticare General Manager

804-236-1570, Extension 620

For your information, the Medicaid Transportation Services Manager is Bob Knox (a former VDA staff person). The Medicaid Region 4 Transportation Field Monitor is Eileen Jackson (formerly with Senior Services of Southeastern Virginia). I share this with you to let you know that the Medicaid staff that monitors *Logisticare* transportation services understands our network and the unique needs of our client base.

The attachment contains several pieces of information that will help your clients and staff deal with complaints or concerns about local *Logisicare* contractors:

- *Logisticare's* Virginia Operations Contact List.
- The list by county and city of the *Logisticare* Service Regions and DMAS field monitors.
- The *DMAS Non-emergency Transportation Complaint Form* (for Region 4 but can also be used by other regions). Note that your clients or staff should only use the complaint form if they have been unable to resolve problems through the regional "Where's My Ride" toll free number. Because of HIPAA restrictions, this form can only be FAXed or snail-mailed to DMAS.

Attachment

LogistiCare®

Virginia Operations Contact List

Administration

5651 South Laburnum Avenue
Richmond, VA 23231
(804) 236-1570

- * Freda Smith, General Manager – ext. 620
- Cindy Franklin, Assistant General Manager – ext. 631
- Greg Fernandez, Director of Operations – ext. 601
- Sandy Thompson, Reporting Manager – ext. 626
- Judy Jarratt, Healthcare Manager – ext. 604

Regional Offices

Region 1 (276) 679-4400

John Marrs, Regional Manager – ext. 6753
Douglas Mosby, Quality Assurance – (804) 236 1570 ext. 627
798 Park Ave, NW
Norton, VA 24273

Region 2 (866) 254-5409

Kathie Woodford, Regional Manager – ext. 601
Stephen Gathingu, Quality Assurance – (804) 236 1570 – ext 610
1173 London Links Drive, Suite D
Forest, VA 24551

Region 3 (804) 236-1570

Lakesha Johnson, Regional Manager – ext. 603
Carolyn Nash, Quality Assurance Supervisor – ext. 617
Alice Lee, Quality Assurance – ext 618
5651 South Laburnum Avenue
Richmond, VA 23231

Region 4 (757) 628-0200

Mary Eaglesfield, Director of Operations -- ext. 611
Alex Nwokoji, Healthcare Manager – ext. 609
Rod Lindsey , Regional Manager – ext. 617
Vacant, Quality Assurance
333 W. Freemason St., Suite 200
Norfolk, VA 23510

Region 5 & 6 (434) 973-3310

Michael Barnes, Manager Public Transportation – ext. 603
Todd Mason, Regional Manager – ext. 606
Bobbie Brock , Quality Assurance – ext. 608
2114 Angus Road, Suite 235
Charlottesville, VA 22911

Region 7 (703) 707-6500

Bob Farrar, Regional Manager – ext. 601
Dionna Minor, Quality Assurance – (804) 236-1570 ext. 628
620 Herndon Parkway, Suite 100
Herndon, VA 20170

Norton Operations Center (Call Center)

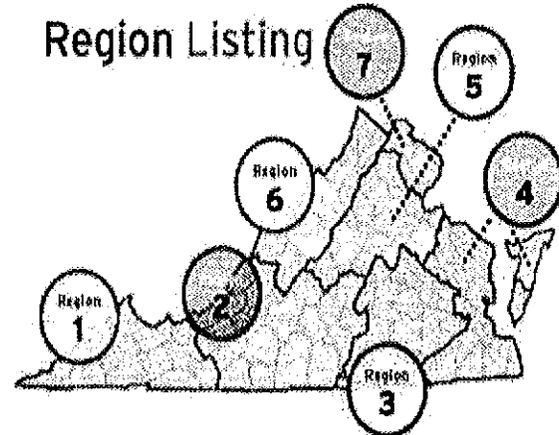
798 Park Avenue, NW
Norton, VA 24273
(276) 679-4400

Charlotte Vance, Call Center Manager – ext. 6006
Wynoka Evans, Call Center Supervisor – ext. 6001

Bethany Saunders, Claims Department Manager – ext. 6711
vaopsclaims@logisticare.com

Tammie Mullins, Utilization Review Manager – ext. 6716

Sean Lomax, Utilization Review Supervisor – ext. 6002



Regional "Where's My Ride?" Lines:

Region 1 (Norton)	1-866-386-8331
Region 2 (Forest)	1-866-686-0255
Region 3 (Richmond)	1-800-742-9758
Region 4 (Norfolk)	1-866-966-3326
Region 5 (Charlottesville)	1-866-973-3310
Region 6 (Staunton)	1-866-973-3310
Region 7 (Herndon)	1-866-707-3761

- **LogistiCare offers Medicaid recipients a toll-free reservation line: 1-866-386-8331**
- **LogistiCare offers a dedicated, toll-free reservation line for health care facilities: 1-866-679-6330**
Facility Fax Line: 1-866-907-1491

Virginia Non-Emergency Medicaid Transportation

DMAS Contract Monitor Cities and Counties in each Transportation Region

FIPS	Locality	Reg	FIPS	Locality	Reg	FIPS	Locality	Reg
Region 1: Bill Zelser			Region 3: Bill Zieser			Region 5: Eileen Jackson		
021	Bland County	1	007	Amelia County	3	003	Albemarle County	5
027	Buchanan County	1	025	Brunswick County	3	033	Caroline County	5
035	Carroll County	1	036	Charles City County	3	047	Culpeper County	5
051	Dickenson County	1	041	Chesterfield County	3	061	Fauquier County	5
077	Grayson County	1	049	Cumberland County	3	065	Fluvanna County	5
105	Lee County	1	053	Dinwiddie County	3	079	Greene County	5
167	Russell County	1	075	Goochland County	3	099	King George County	5
169	Scott County	1	081	Greensville County	3	109	Louisa County	5
173	Smyth County	1	085	Hanover County	3	113	Madison County	5
185	Tazewell County	1	087	Henrico County	3	125	Nelson County	5
191	Washington County	1	111	Lunenburg County	3	137	Orange County	5
195	Wise County	1	117	Mecklenburg County	3	157	Rappahannock County	5
197	Wythe County	1	127	New Kent County	3	177	Spotsylvania County	5
520	Bristol, City of	1	135	Nottoway County	3	179	Stafford County	5
640	Galax, City of	1	145	Powhatan County	3	540	Charlottesville, City of	5
720	Norton, City of	1	149	Prince George County	3	630	Fredericksburg, City of	5
Region 2: Tom Lawson			Region 4: Eileen Jackson			Region 6: Tom Lawson		
005	Alleghany County	2	181	Surry County	3	015	Augusta County	6
009	Amherst County	2	183	Sussex County	3	017	Bath County	6
011	Appomattox County	2	570	Colonial Heights, City of	3	043	Clarke County	6
019	Bedford County	2	595	Emporia, City of	3	069	Frederick County	6
023	Botetourt County	2	670	Hopewell, City of	3	091	Highland County	6
029	Buckingham County	2	730	Petersburg, City of	3	139	Page County	6
031	Campbell County	2	760	Richmond, City of	3	163	Rockbridge County	6
037	Charlotte County	2	001	Accomack County	4	165	Rockingham County	6
045	Craig County	2	057	Essex County	4	171	Shenandoah County	6
063	Floyd County	2	073	Gloucester County	4	187	Warren County	6
067	Franklin County	2	093	Isle of Wight County	4	530	Buena Vista, City of	6
071	Giles County	2	095	James City County	4	660	Harrisonburg, City of	6
083	Halifax County	2	097	King and Queen County	4	678	Lexington, City of	6
089	Henry County	2	101	King William County	4	790	Staunton, City of	6
121	Montgomery County	2	103	Lancaster County	4	820	Waynesboro, City of	6
141	Patrick County	2	115	Mathews County	4	840	Winchester, City of	6
143	Pittsylvania County	2	119	Middlesex County	4	Region 7: Bill Zelser		
147	Prince Edward County	2	131	Northhampton County	4	013	Arlington County	7
155	Pulaski County	2	133	Northumberland County	4	059	Fairfax County	7
161	Roanoke County	2	159	Richmond County	4	107	Loudoun County	7
515	Bedford, City of	2	175	Southampton County	4	153	Prince William County	7
580	Covington, City of	2	193	Westmoreland County	4	510	Alexandria, City of	7
590	Danville, City of	2	199	York County	4	600	Fairfax, City of	7
680	Lynchburg, City of	2	550	Chesapeake, City of	4	610	Falls Church, City of	7
690	Martinsville, City of	2	620	Franklin, City of	4	683	Manassas City, City of	7
750	Radford, City of	2	650	Hampton, City of	4	685	Manassas Park, City of	7
770	Roanoke, City of	2	700	Newport News, City of	4			
775	Salem, City of	2	710	Norfolk, City of	4			
			735	Poquoson, City of	4			
			740	Portsmouth, City of	4			
			800	Suffolk, City of	4			
			810	Virginia Beach, City of	4			
			830	Williamsburg, City of	4			

REG	DMAS Contract Monitor
1	Bill Zieser 804-371-8855
2	Tom Lawson 804-786-9092
3	Bill Zieser 804-371-8855
4 & 5	Eileen Jackson 804-225-3480
6	Tom Lawson 804-786-9092
7	Bill Zieser 804-371-8855

REG	Where's My Ride?
1	866-386-8331
2	866-254-5409 (new) 866-586-0255
3	800-742-9758
4	866-866-3075 (new) 866-3326
5 & 6	866-973-3310
7	866-707-3761

DMAS Non-EMERGENCY TRANSPORTATION

Region 4 COMPLAINT FORM

LOGISTICARE Brokerage Service

Today's Date ___/___/___ Date of Incident ___/___/___ Facility/Agency _____

Person completing form: _____ Title: _____ Phone No _____

Recipient's Name: _____ Your email _____

Problem occurred at: _____ City _____

Date/Time Scheduled Pick-up: _____ Transportation Provider _____

Nature of Complaint: **Please check all that apply**

- Provider was a "NO-SHOW"
- Provider was "LATE" Scheduled Arrival Time _____ Actual Arrival Time _____
- Missed Appointment
- Wrong type of vehicle sent for trip (needed wheel chair van, needed stretcher, etc ...)
- Was told by LogistiCare "No Provider Available" to do trip
- Recipient riding too long on vehicle Time picked up _____ Time Arrived _____
- Driver didn't follow special drop off/return instructions. (location, passenger assistance issue)
- Driver wasn't insuring seat belt use
- Driver Safety (speeding, careless driving, no name tag, driver rude, driver lost, eating, drinking, smoking, inappropriate conduct, etc...)
- Vehicle Safety (no heat or A/C, no inspections sticker, broken window, bald tires, cleanliness, no signage and telephone number on vehicle, etc...)
- Wheel Chair Incident (not using 4 tie downs, no seat belt used, no shoulder restraint used, driver riding down on wheel chair ramp, etc...)
- Facility/Agency Not Notified of Change in Provider, Scheduled Pick Up or Return Time
- Recipient Family Not Notified of Change in Provider, Scheduled Pick Up or Return Time
- Recipient Incident / Injury (vehicle accident, incident on vehicle, fighting on vehicle)
- Other Issues with LogistiCare (please explain below)
- On going or unresolved issue(s). Tried to work with LogistiCare yet unresolved.

Did you call "Where's My Ride" to report issue: Yes ___ No ___

With whom did you speak? _____

Specifics of Incident _____

AFTER contacting LogistiCare please FAX completed form to both LogistiCare and DMAS.

DMAS FAX Number 804.371.6035

Bob Knox, Transportation Mgr & the DMAS contract monitor for your region: Bill Zieser (1,3 & 7); or Eileen Jackson (2, 4 and 5/6)

Please mark your appropriate LogistiCare Regional Office and FAX to the preceding fax number

Region 1 (Norton) 866.679.6329 _____ Region 2 (Bedford) 866.872.3664 _____

Region 3 (Richmond) 866.872.3846 _____ **Region 4 (Norfolk) 866.872.3843** XX

Region 5/6 (C'ville) 866.872.3840 _____ Region 7 (Herndon) 866.872.3842 _____