

**L-7 COMPLIMENTARY LOCAL TRANSPORTATION  
FREQUENTLY ASKED QUESTIONS:  
January 10, 2005; April 20, 2011; August 21, 2012**

**Updated: February 1, 2017**

1. **Question:** If the Eligible Patient requires a physician office visit for medical follow-up as a result of inpatient or outpatient hospitalization, can the Tenet Entity offer complimentary local transportation to the physician's office?

**Answer:** Yes. If offered equally to all patients and members of the physician community, a Tenet Entity may provide complimentary local transportation to a physician's office in appropriate circumstances. Please contact your Operations Counsel to discuss the parameters of transporting patients to sites other than the Tenet Entity.

2. **Question:** Can a Tenet Entity provide complimentary local transportation to individuals in order to attend "community education classes" or other programs that do not require hospital inpatient or outpatient registration.

**Answer:** No. A Tenet Entity may provide complimentary local transportation to an Eligible Patient only for the purpose of receiving "medical services" from such Entity.

3. **Question:** Can a Tenet Entity offer complimentary local transportation to an Immediate Family Member or Caregiver while the Eligible Patient (including a minor Eligible Patient) is hospitalized?

**Answer:** Yes. A Tenet Entity can provide complimentary local transportation to an Immediate Family Member and/or Caregiver who is accompanying the patient to the Tenet Entity, or to visit or assist in the care of a hospital patient during the individual's hospital course at the Tenet Entity, provided that the Immediate Family Member and/or Caregiver is within the Tenet Entity Permitted Transportation Area. The transport of an Immediate Family Member and/or Caregiver to the Tenet Entity in order to accompany the Eligible Patient from the Tenet Entity to his/her residence is also permitted.

4. **Question:** Does the term "managed care arrangement" apply equally to managed commercial products as well as managed governmental products (e.g., Medicaid or Medicare (senior products))?

**Answer:** Yes. The term "managed care arrangement" is not limited to commercial products but includes all arrangements whereby a Tenet Entity enters into a contractual arrangement to provide covered hospital services to enrollees of governmental products.

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5. **Question:** Does the Service Area apply to an Eligible Patient enrolled in a managed care plan if the Tenet Entity considered the cost of providing the transportation to those Eligible Patients in determining the contractual terms of the managed care arrangement?

**Answer:** No. The Tenet Entity will be required to adhere to the transportation requirements in the managed care agreement.

6. **Question:** Does a Tenet Entity need to develop a written emergency care protocol for a vendor that provides complimentary local transportation?

**Answer:** No. A Tenet Entity does not need to develop a written emergency care protocol for a vendor. A Tenet Entity will be required to develop a written emergency care protocol if a Tenet owned or leased vehicle is operated.

7. **Question:** How should benefits provided under this policy be logged?

**Answer:** All complimentary local transportation provided to an Eligible Patient, or to an Immediate Family Member or Caregiver of that Eligible Patient, should be recorded on a transportation log maintained by the Tenet Entity under the name of the person who received the transportation. Although this policy is not applicable to transportation valued less than \$10 per occurrence, it is important to record all transportation benefits so that it can be determined when the benefits provided to an Eligible Patient in any calendar year exceeds \$50 in the aggregate and is therefore subject to the policy. Transportation services which are reflected on the Tenet Entity's transportation log should not be recorded on the Tenet Entity's gift log or the log for inpatient assistance to Medicare or Medicaid patients.