



ARIZONA DEPARTMENT of CHILD SAFETY

January 16, 2024

Helpful Information

- Do not send referrals to any other provider/ transportation company.
- When possible, provide a Non-Medical Transportation Request 48 hours before the transportation date.
- Carefully complete all fields on the Non-medical Transportation Request Form prior to submitting to MTBA.
 - ♦ Is an attendant required?
 - ♦ Is a car seat required? If so, what type?
 - ♦ Provide the client/ contact, and your best contact number, so the transportation company/ driver can call if needed.
- If you do not receive a confirmation number within 24 hours, call the Customer Support Line, (480)-287-5534.
- If you are submitting for a same day request, call the Customer Support Line immediately after submitting the Non-medical Transportation Request to ensure that the request has been received.
- If you have a preferred provider, please state the provider within the email.
 - ♦ This does not guarantee your selected provider will be available.
- When calling the Customer Support Line, you may ask for a supervisor/ manager if you need to escalate the call.
- If you are submitting an additional Non-medical Transportation Request, add a note that this is an additional request, and does not replace the current request in place.

Non-Medical Transportation

DCS Non-Medical Transportation is arranged by MTBA, a transportation brokerage. Requests are made directly to MTBA and trips are assigned to various transportation vendors statewide.

Standard Transportation Guidelines:

- Transportation referrals should only be made for DCS clients/parents who do not have access to any other means of transportation
 - DCS clients/parents should always attempt to arrange own transportation first.
 - DCS may provide clients/parents bus passes including Greyhound if applicable.
 - DCS transportation should not be relied on as a long-term solution.
- Transportation referrals should only be made for DCS children/youth who do not have access to transportation by caregivers
 - DCS should always attempt to arrange transportation of children with the caregiver/ placement first. This includes:
 - Group Home, QRTP or Shelter Placement
 - Licensed Family Foster Home
 - Unlicensed Kinship Placement
 - Children, ages 7 and under – MUST require an attendant during transportation
- Transportation for Parenting Time (Supervised Visitation) Services:
 - Transportation for children shall be provided by the supervised visitation provider.
 - Transportation for adults/parents should always attempt to arrange own transportation first.
 - If Transportation is needed for adult/parent, DCS shall approve and arrange through MTBA.

For Non-Medical Transportation requests: DCS Specialists will submit the Non-Medical Transportation Requests directly to MTBA through the [MTBA Service Request Portal \(https://mtba.jotform.com/team/form/dcsnew\)](https://mtba.jotform.com/team/form/dcsnew). Same day requests are not guaranteed and must be submitted through the portal.

Non-Medical Transportation services include the following:

- Supervised Visitations (if needed, as these are typically handled by supervised visitation providers);
- Family Visits (if needed, as these are typically handled by foster families, responsible adults, and group homes);
- Transitional Visits;
- Court Appointments;
- Employment;
- School; and
- Independent Living.

- If you are ever in doubt of a Non-medical Transportation Request, call the Customer Support Line at (480)-287-5534 and ask for assistance.
- A late transportation occurs after 15 minutes of arrival time
- The driver must wait 15 minutes, beyond the scheduled pickup time, and attempt to call the client before leaving.
- Ambulatory transportation requests require the driver to wait an additional fifteen (15) minutes.

For Medical Transportation service requests: DCS Specialists shall continue to submit referrals to Mercy Care member services at (602) 212-4983.

Medical Transportation services include the following:

- Doctor's appointment;
- Dentist appointment;
- Rx pick up;
- Counseling;
- Behavioral Health appointment;
- Medical Appointment; and
- Psychological assessment.

To access the Service Request Portal for Non-Medical Transportation, see instructions below:

- Trip Request Link: <https://mtba.jotform.com/team/form/dcsnew>
- File Grievances Link: <https://mtba.jotform.com/team/form/dcsgrievance>
- Once information has been submitted via portal, portal will generate an auto message to the submitter that the submission was successful. For both portals, the auto generated email will come from Gmail.
 - ▶ Trip Request, auto generated email will be from: requests@dcsmtba.com
 - ▶ Grievances, auto generated email will be from: escalations@dcsmtba.com
- These emails will be your confirmation that at trip request has been submitted and assigned to a transportation vendor. Please check your spam folder if the confirmation email is not received.
- Confirmation emails should be sent to passengers or caregivers (if passenger is under 17) so that they can prepare for their pick-up/drop-off.

Contact Information – For all questions or issues that require immediate assistance

MTBA Customer Support – (480) 287-5534

- ▶ Check the status of a request (eg: Estimated time of Arrival, Status of Late Trips, Confirmation of Assignment, Trip Updates, Cancel or Change Trips, etc.)
- ▶ For same day service transportation requests call the customer support line. Please note that this still requires the [Non-Medical Transportation Request](https://mtba.jotform.com/team/form/dcsnew) (via <https://mtba.jotform.com/team/form/dcsnew>).
 - DCS Staff, passengers and caregivers can call this option for support.

MTBA Live Chat/Text Feature – text only at (623) 887-7737

- Check the status of a request
- Estimated Time of Arrival
- Other general questions

For any questions or concerns regarding the DCS Contract. Please contact DCS Procurement & Contracts Team, via email at Contracts@azdcs.gov.

Note: For all questions or issues that require immediate assistance please use the customer support line, 480-287-5534 Or live chat feature via text at (623) 887-7737.