Ohio Department of Medicaid

MEDICAID COUNTY TRANSPORTATION PROFILE

submitted by the

Department of Job and Family Services

Location Summit County	Effective Date 10/01/2025
☒ Revision to item ☑ A ☐ B ☐ C ☐ D ☐ E ☑ F ☑ G ☐ H	
☐ New effective date only; no change to any item	

A. Which CDJFS staff members are responsible for administering transportation assistance under the Medicaid program *(in descending order of authority)*
[NAME, TITLE, E-MAIL ADDRESS, TELEPHONE NUMBER]

Eligibility:
Stephanie Carothers, Deputy Director, stephanie.carothers@jfs.ohio.gov, 330.643.7225
Lena Huff, Program Manager, lena.huff@jfs.ohio.gov, 330.643.8950

Program Operations:
Thomas Jalbert, Deputy Director, thomas.jalbert@jfs.ohio.gov, 330.643.7373
Hope Evans-Oliver, Program Manager, hope.evans-oliver2@jfs.ohio.gov, 330.643.7066

B. What constitutes the community service area *(the geographical area within which Medicaid-eligible individuals and the general population in the county routinely access healthcare services)*

SCDJFS defines community as the geographical areas of Summit County and its adjacent counties within a 50 mile radius from the customer's home.

C. Which entities are responsible for managing the steps in the process by which Medicaid-eligible individuals obtain transportation assistance from the CDJFS

	CDJFS	Broker	Vendor	Other
Intake point of contact	☑	☐	☐	☐
Eligibility determination	☑	☐	☐	☐
Selection of assistance type	☑	☐	☐	☐
Scheduling	☐	☑	☐	☐
Record-keeping	☑	☑	☑	☐

D. Frequency with which the CDJFS provides various types of transportation assistance

R = Regularly or routinely
S = Sometimes or only when other types of assistance do not fully meet a Medicaid-eligible individual's needs
N = Never, because the service is not available in the community service area

	R	S	N
Contracted livery service *(e.g., taxicab, individual driver)*	☒	☐	☐
Payment for fixed-route or demand-response transportation	☒	☐	☐
Vouchers for fuel at participating service stations	☐	☐	☒
Prepayment of fares *(e.g., purchase of bus tokens or passes)*	☐	☒	☐
Prepayment for fuel *(e.g., purchase of gasoline debit cards)*	☐	☐	☒
Transportation by a CDJFS staff member in a CDJFS vehicle	☐	☐	☒
Payment of mileage reimbursement	☐	☐	☒
Reimbursement for travel-related expenses that represent a necessary out-of-pocket cost to a Medicaid-eligible individual	☐	☒	
Transportation, or payment for transportation, of a parent or legal guardian accompanying a Medicaid-eligible individual who is younger than twenty-one years of age	☐	☒	
Other services approved in advance by ODM	☐	☒	

Notes:

E. What resources are used for trips outside the community service area for which a Medicaid managed care organization is not responsible

We have a defined service area of 50 miles from the customer's home. That radius includes all major hospital systems in both the Akron, Canton, and Cleveland areas. Hospital systems such as Cleveland Clinic Main Campus, Metro Health, University Hospitals, and Rainbow Babies/Cleveland Clinic Children's are all within the area and all provide a wide-ranging array of services. SCDJFS does not have resources to provide services outside this zone.

F. When applicable, who the contract broker and vendors are and (briefly) what each contract covers, when it ends, and how much it is projected to cost
[BROKER/VENDOR NAME, TERMS, END DATE, COST]

Broker:
(10/1/25-9/30/26) $500,000
Metro Regional Transit Authority

Transportation Providers:
(10/1/25-9/30/26 + 2 annual renewals) approx. $7,000,000 between all providers
A Blessed Path, dba Reliaride
About U Transport LLC
CYC Transportation
DB Thomas Limousine
Emmanuel Ventures
Metro Regional Transit Authority
Sunset Transportation
United Disability Services
Fitchburg Consortium (HBSS Connect Corp./Ace Taxi Service/MTS Inc.)

G. Who is responsible for handling complaints about or misconduct by vendors

Hope Evans-Oliver, Program Manager, hope.evans-oliver2@jfs.ohio.gov, 330.643.7066

H. Who is responsible for handling complaints about or misuse of transportation assistance by Medicaid-eligible individuals

Hope Evans-Oliver, Program Manager, hope.evans-oliver2@jfs.ohio.gov, 330.643.7066

Comments *(optional)*

CDJFS Staff Member's Name	Date
Thomas Jalbert	10/01/2025