



July 9, 2021

Dear VitalCare Clients, Families, and Responsible Parties,

VitalCare has undertaken a detailed review of our standard practices around transportation and mileage reimbursement for caregivers. VitalCare does not bill for, nor are we compensated for the mileage caregivers accrue during visits. After careful consideration we have decided upon the following changes to our practice:

ADULT PERSONAL CARE/HOMEMAKER SERVICES

Effective August 1, 2021, we will discontinue providing transportation during Personal Care or Homemaker visits. The Personal Care Tasks cited in the Code of Colorado Regulations do include accompanying—to appointments or activities, but do not include transportation. If Personal Care tasks (toileting, feeding, transfers, or mobility) may be required during an outing, a PCW may be present to complete those tasks, but may not be the provider of transportation to the outing. Health First Colorado members have access to transportation services through [IntelliRide](#). The Leadership team will support clients and families in identifying alternate methods of transportation for medical, dental, and therapy appointments, as well as shopping and medication pick up. PCWs may shop **FOR** clients but may not shop **WITH** clients. If a PCW shops for a client as part of their Personal Care tasks, effective immediately, we will implement a standard maximum number of miles allowed.

Visit Type	Max Miles per Hour of Visit
Personal Care	2 mi/hr

PEDIATRIC PERSONAL CARE SERVICES

Effective August 1, 2021, we will discontinue providing transportation during Pediatric Personal Care visits. The Pediatric Personal Care Tasks cited in the Code of Colorado Regulations do not include accompanying—to appointments, to activities, or transportation to or from school. In general, Pediatric Personal Care visits will occur in the client's residence (or their residence for the day—family member's home or vacation location, if applicable) and a change in that location will require supervisor notification/approval. If Pediatric Personal Care tasks (toileting, feeding, transfers, or mobility) may be required during an outing, a PCW may be present to complete those tasks, but may not be the provider of transportation to the outing.

CES/CLLI/PEDIATRIC SERVICES

Effective immediately, we will implement a standard maximum number of miles allowed for visits by visit type. If your routine visits include mileage that exceeds these limits, please contact your supervisor for further guidance.

Visit Type	Max Miles per Hour of Visit
Community Connector	9 mi/hr
Respite	2 mi/hr



IHSS

Effective immediately, we will implement a standard maximum number of miles allowed for visits by visit type. If your routine visits include mileage that exceeds these limits, please contact your supervisor for further guidance.

Visit Type	Max Miles per Hour of Visit
IHSS Health Maintenance	9 mi/hr

BEHAVIORAL HEALTH RESPITE

Effective immediately, we will implement a standard maximum number of miles allowed for visits by visit type. If your routine visits include mileage that exceeds these limits, please contact your supervisor for further guidance.

Visit Type	Max Miles per Hour of Visit
Behavioral Health Respite	11 mi/hr

These changes apply to all providers of care including Agency personal care workers, family care givers and client exclusive care givers.

We recognize that this is a significant change to our current practice and commit to working with individual clients and their families to identify all possible alternatives for transportation needs. You can contact your service supervisor—Gia, Lauren, or Tramyna, to talk about your specific needs and concerns. If any concerns require additional follow up, you may contact me directly by phone at 720-458-0642 or email karin@vitalcare.us.

Respectfully,

Karin Dolph, RN
VitalCare Executive Director

Matthew Dolph, CNA
VitalCare CEO