
Members Requiring a Stretcher or Wheelchair - ADA Compliance Reminder

March 1, 2023

As a contracted provider with Neighborhood Health Plan of Rhode Island and under Title III of the American with Disabilities Act (ADA), a healthcare provider must make “reasonable accommodations” to policies, practices, and procedures to avoid discriminating against an individual with a disability.

- To comply with the ADA, an individual with a disability must be provided with equal opportunities to participate, benefit, and receive the benefits of a public accommodation in the most integrated setting appropriate.

This includes, but is not limited to, having the appropriate equipment to accommodate the patient (i.e., a stretcher).

- Providers are required to have a treatment plan that is appropriate for the member’s condition and identified needs. It is not the responsibility of MTM (State of RI transportation provider) to leave a stretcher for the length of the member’s appointment, unless it is their personal mobility device.

For more information on the requirements of Title III of the ADA, please visit [ada.gov](https://www.ada.gov).

Thank you for your cooperation and attention to this important matter.