



SERVICE CATEGORY DEFINITION

Medical Transportation:

Funding for **Medical Transportation Services** that enable an eligible individual to access HIV-related health and support services, including services needed to maintain the client in HIV medical care, through either direct transportation services or vouchers or tokens.

May be provided through:

- Contracts with providers of transportation services
- Voucher or token systems
- Use of volunteer drivers (through programs with insurance and other liability issues specifically addressed)
- Purchase or lease of organizational vehicles for client transportation programs, provided the grantee receives prior approval for the purchase of a vehicle

Documentation that: medical transportation services are used only to enable an eligible individual to access HIV-related health and support service.

Documentation that services are provided through one of the following methods:

- A contract or some other local procurement mechanism with a provider of transportation services
- A voucher or token system that allows for tracking the distribution of the vouchers or tokens
- A system of mileage reimbursement that does not exceed the federal per-mile reimbursement rates limited to approved agency staff members.
- A system of volunteer drivers, where insurance and other liability issues are addressed
- Purchase or lease of organizational vehicles for client transportation, with prior approval from HRSA/HAB for the purchase

CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

Program Outcome:

- 100% of clients with medical transportation services documented in CAREWare in the measurement year
- 75% of clients had a medical visit during the measurement year

Indicator: The number of medical transportation requests completed.

Service Unit(s): Successful Completed Transport Via Bus Token/Pass/Taxi Voucher/Van Ride



SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
<p>Provider agency has a comprehensive Policy & Procedures Manual that contains:</p> <p>1. • standardized protocols for transportation service delivery</p> <ul style="list-style-type: none"> • transportation service limitations • eligibility requirements • transportation service agreements with transportation service operators and providers, including: <ul style="list-style-type: none"> – licensing – registration – insurance and safety requirements – necessary action to be taken in the event of an accident – use of safety belts – child care safety – cell phone usage – vehicle maintenance 	<p>Agencies have a Policy & Procedures Manual addressing comprehensive list indicated</p>	<p>100%</p>
<p>2. Provider agency ensures that transportation staff is qualified and trained for the responsibilities of providing transportation and administering the transportation program</p>	<p>Job descriptions, resumes, and licenses document appropriate qualifications</p> <p>Drivers have valid Driver’s License</p> <p>Staff has a DMV record check at least annually.</p>	<p>100%</p>
<p>3. Agency owned/leased vehicles used in transportation services are routinely serviced and maintained every 3,000 miles.</p>	<p>Vehicles used in transportation services have maintenance records and all repair information.</p>	<p>100%</p>
<p>4. Vehicles used in transportation services are insured.</p>	<p>Vehicles used in transport services carry current insurance policies.</p>	<p>100%</p>
<p>5. Provider agency ensures that all transportation operators understand their responsibilities and agree to follow agency policies.</p>	<p>Signed letters of understanding by each operator</p>	<p>100%</p>
<p>6. Clients that cannot be accommodated are referred for other transportation through their case manager.</p>	<p>Clients not provided transportation are referred to other transportation options through their case manager.</p>	<p>100%</p>



7. Services provided may include one-way & round-trip transportation to & from home, to Ryan White-funded services & to non-Ryan White-funded services that provide services in Ryan White categories (ex: drug treatment to a non-RW funded facility). Services also include transit tokens, passes, vouchers and mileage reimbursement.	Transportation Log Database shows transportation service to/from home, RW-funded services & non-RW-funded services in RW categories.	100%
8. Transportation increases access & maintenance in medical care, mental health & substance abuse services	Maintenance in medical care &/or mental health & substance abuse services	85%

DATA REPORTING

Part A service providers are responsible for documenting and keeping accurate records of Ryan White Program Data/Client information, units of service, and client health outcomes. Reporting units of service are a component of each agency's approved work plan. Please refer to the most current work plan, including any amendments, for guidance regarding units of service. Summaries of service statistics by priority will be made available to the Planning Council by the Grantee for priority setting, resource allocation and evaluation purpose