


Title: Medical Transportation Service Standards Program: Ryan White Part B Section: Support Services	 UTAH DEPARTMENT OF HEALTH
Executive Sponsor: Utah Department of Health Policy Owner: Ryan White Part B Administrator Approved by: Ryan White Part B Program Manager	Last Review: 2021.07.01 Next Review: 2022.06.01 Origination Date: 2012.04.01

SERVICE CATEGORY DEFINITION

Medical Transportation is the provision of non-emergency transportation that enables an eligible client to access or be retained in core medical and support services. Medical Transportation can be used to transport clients to and from HIV related medical appointments or to access Support Services. Transportation services may be provided by approved vendors as identified by provider agreements with the PROGRAM.

COVERED SERVICES

- Gas Voucher
- Transit Pass
- Ride Share
- Cab/Taxi

KEY SERVICE COMPONENTS AND ACTIVITIES

Clients can access medical transportation services through their case management agency (CMA). Prior to issuing any transportation assistance, the Utah Department of Health, Ryan White Part B Program (Program) and CMA confirms the client is currently eligible for transportation services.

Standard/Activity	Measure/Documentation
Utah Department of Health, Ryan White Part B Program (Program)	
Ensure gas vouchers, transit passes, and ride share and taxi/cab services are available for clients to access core medical and support services appointment if deemed necessary by CMA. <ul style="list-style-type: none"> • Purchase gas vouchers • Purchase transit passes • Contract with ride share • Cab/taxi 	<ul style="list-style-type: none"> • Receipt of gas vouchers • Receipt of transit passes • Electronic file contains each individual voucher/pass number • Ride share invoices • Lyft Concierge (ride share) • Cab Voucher Procedure •
Ensures clients are eligible for transportation services.	<ul style="list-style-type: none"> • Quality assurance to review eligibility is up to date • ClientTrack[®] • CMA transit pass monthly log • CMA gas voucher log
Ensure monthly transit passes send to clients via certified mail or distribute to CMA per request.	<ul style="list-style-type: none"> • Certified mail receipt • ClientTrack[®]

	<ul style="list-style-type: none"> • CMA gas voucher log
Case Management Agency (CMA)	
<ul style="list-style-type: none"> • Conducts an assessment to determine if client eligible for medical transportation services. • Follow the Program’s transportation services guidelines. 	<ul style="list-style-type: none"> • Complete application in ClientTrack[®] for transit pass, ride share for Lyft. • CMA gas voucher log • Gas Voucher Guidelines • COVID-19 UTA Bus Pass Guidelines • CMA transit pass monthly log • Transportation Services Guidelines (ride share) • Cab Voucher Procedure • Utah Ryan White Part B Program Manual • Documentation in ClientTrack[®]
Applicable Universal Standards	
<ul style="list-style-type: none"> • Client Rights and Responsibilities • Cultural and Linguistic Competency • Grievance Process • Intake and Eligibility • Recertification Requirements • Privacy and Confidentiality 	

MONITORING STANDARDS

The Program conducts quality assurance activities according to the Support Services Procedure Manual.

RESOURCES

HRSA RW Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02
https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Review/Revise Date	Title of reviewer	Change Description or Location
2021.07.09	Quality Coordinator	<ul style="list-style-type: none"> • Consistent terminology throughout; specifically transit pass instead of public transportation or bus pass • Added © symbol to ClientTrack
2021.07.01	RWB Admin	Updated all content in Key services component activities, add content to service category definition header, add covered services header.
2021.06.28	Quality Coordinator	Listed all Universal SS for RWB Administrator to determine which are applicable and need monitoring (delete those not applicable)
2021.06.24	Senior Quality Consultant & Quality Coordinator	Consistent terminology and concise text and formatting
2021.05.19	Senior Quality Consultant & Quality Coordinator	<ul style="list-style-type: none"> • Grammar and minor editing revisions • Added 'monitoring standards' section
2021.03.16	RWB Administrator	Updated formatting

Approval Group	Date Reviewed
RWB Administrator: Seyha Ros	2021.08.03
RWB Quality Coordinator: Marcee Mortensen	2021.07.09
RWB Senior RN Quality Consultant: Vinnie Watkins	2021.06.24
RWB Program Manager: Tyler Fisher	2021.08.04
Director of the Bureau of Epidemiology: Sam LeFevre	2021.08.04