

Title: Medical Transportation service standards Program: Ryan White Part B Section: Support services	
Department: Health and Human Services Owner: Part B administrator Approved by: HEART program manager	Last review: 2023.04.01 Next review: 2024.02.01 Origination: 2012.04.01

Acronyms

CMA: case management agency

HRSA: Health Resources and Services Administration

RWB: Ryan White Part B Program

Medical transportation

The provision of nonemergency transportation is used only to enable an eligible client to access or be retained in HIV-related health and support services.

Transportation is provided by RWB approved vendors with provider agreements and are accessed through the CMA. RWB must be the payer of last resort. If other transportation services are available to the client, then those services must be exhausted first. If RWB funding is exhausted, this service may be discontinued.

Allowable methods of service delivery:

- Ride share
- Cab/taxi voucher
- Gas voucher
- Transit pass

Unallowable costs include:

- Direct cash payments or cash reimbursements to clients.
- Direct maintenance expenses (tires, repairs, etc.) of a privately-owned vehicle.
- Any other costs associated with a privately-owned vehicle such as lease, loan payments, insurance, license, or registration fees.
- Mileage reimbursement exceeding the federal reimbursement rate.

Key service components and activities

Standard/activity	Measure/documentation
<i>RWB</i>	
<ul style="list-style-type: none"> • Contract with ride share. • Purchase: <ul style="list-style-type: none"> ○ Cab/taxi vouchers ○ Gas vouchers ○ Transit passes • Provide transportation log to CMA. 	<ul style="list-style-type: none"> • Ride share contract and invoices • Cab voucher procedure • Receipt of: <ul style="list-style-type: none"> ○ Gas vouchers ○ Transit passes • Transportation log contains each individual voucher/pass number
<p>Specify requirements (guidelines/procedures) related to each allowable method of service delivery.</p>	<ul style="list-style-type: none"> • Transportation services guidelines (ride share) • Cab voucher procedure • Gas voucher guidelines • Transit pass guidelines • RWB Manual
<p>Verify client eligibility for medical transportation services.</p>	<ul style="list-style-type: none"> • ClientTrack • Transportation log
<p>Send transit passes to client via certified mail or distribute to CMA.</p>	<ul style="list-style-type: none"> • Certified mail receipt • Transportation log • ClientTrack

Applicable Universal service standards

- Records management
- Fiscal
- Eligibility determination/screening
- Client-related policies: Grievance, Privacy and Confidentiality, Rights and Responsibilities

Monitoring standards

Quality assurance activities are conducted according to the RWB Support Services Procedure Manual to ensure that the use of funds meets requirements.

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

Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients

<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2022-rwhap-nms-part-b.pdf>

Revised	Reviewer	Description or location
2023.03.27	RWB administrator	Made changes to Program, CMA, and resources sections.
2023.05.03	Senior RN quality consultant and quality coordinator	DHHS formatting alignment. Made changes to RWB and CMA sections. Compared to HRSA NMS (June 2022).

Approval Group	Reviewed
Part B administrator: Seyha Ros	2023.03.27
Quality coordinator: Marcee Mortensen	2023.05.03
Senior RN quality consultant: Vinnie Watkins	2023.05.03
Fiscal analyst III: Anna Packer	2023.04.07
Financial manager I: Derrick Blomquist	2023.04.07
HEART program manager: Tyler Fisher	2023.05.05
Office of Communicable Diseases director: Sam LeFevre	2023.05.09