

Indiana Department of Health HIV Services Program Medical Transportation Service Standard

HRSA Service Definition:

Medical Transportation is the provision of non-emergency transportation services that enables an eligible client to access or be retained in core medical and support services.

Program Guidance:

Medical transportation may be provided through:

- Contracts with providers of transportation services.
- Mileage reimbursement (through a non-cash system) that enables clients to travel to needed medical or other support services, but should not in any case exceed the established rates for Federal Programs (Federal Joint Travel Regulations provide further guidance on this subject).
- Purchase or lease of organizational vehicles for client transportation programs, provided the recipient receives prior approval for the purchase of a vehicle
- Organization and use of volunteer drivers (through programs with insurance and other liability issues specifically addressed).
- Voucher or token systems.
- 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

Key Service Components and Activities:

Funding for Medical Transportation Services enables 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. Key service components and activities are noted in the Service Standards below.

HIV Services Program Service Standard:

Standard	Documentation
1. Personnel Qualifications/Licensure	
1. Directly funded drivers must: <ul style="list-style-type: none">a. Possess a valid driver's license, liability insurance (in accordance with State law), and safe driving recordsb. Meet minimum driver requirements required by third party payers or funders	<ul style="list-style-type: none">1. Directly funded drivers: Documentation is present in personnel records.2. Contracted providers: Contracts must specify obligation to assure licensure, insurance status and safe driving records of drivers.

<p>2. Contracted providers and/or companies must assure appropriate licensure, insurance, and safe driving records.</p>	
<p>2. Eligibility Criteria</p>	
<p>1. Sub-recipients must assess eligibility for the provision of medical transportation services that includes, at minimum:</p> <ul style="list-style-type: none"> a. Eligibility verification consistent with recipient requirements <p>2. Sub-recipient must acknowledge Ryan White as Payor of Last Resort and must determine other means to fund transportation (i.e., Medicaid) before accessing medical transportation services.</p> <p>3. Subrecipient must make appropriate referrals (when applicable) to other transportation resources.</p>	<p>1. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program.</p> <p>2. Documentation must be made available for review by IDOH upon request.</p>
<p>3. Service Delivery: Taxi/Rideshare and Medical Transportation Company</p>	
<p>1. Sub-recipient must assess client's transportation needs to ensure appropriate mode of transportation (i.e., wheelchair access, public transportation, cab, etc.).</p> <p>2. Sub-recipient must have policies and procedures guiding the consistent evaluation and provision of transportation services for all clients.</p> <p>3. Sub-recipient must track clients who do not present for pickup ("no shows") and reassess client needs to identify appropriate supports.</p>	<p>1. Documentation that clients are assessed for the most appropriate transportation options.</p> <p>2. Policies and procedures available for review by IDOH upon request.</p> <p>3. Documentation that clients are reassessed when they do not present for pickup.</p> <p>4. Services provided must be recorded in CAREWare service tracking system no later than 20 days after the end of each month in which services were provided.</p>
<p>4. Service Delivery: Bus Ticket/Gas Card</p>	
<p>1. Sub-recipient must assess client's transportation needs to ensure appropriate mode of transportation (i.e., wheelchair access, public transportation, cab, etc.).</p> <p>2. Sub-recipient must have policies and procedures to ensure appropriate use of gas cards and bus tickets.</p>	<p>1. Documentation that clients are assessed for the most appropriate transportation options</p> <p>2. Policies and procedures are available for review by IDOH upon request</p> <p>3. Services provided must be recorded in CAREWare service tracking system no later than 20 days after the end of</p>

3. Sub-recipient must document dissemination of gas cards and bus tickets.	each month in which services were provided.
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Subservices:

- MT – Bus ticket
- MT – Gas card
- MT – Taxi/Rideshare
- MT – Medical transportation company

Service Unit Definition:

- Bus Ticket = 1 voucher
- Gas Card = 1 voucher
- Taxi/Rideshare = 1 one-way trip
- Medical Transportation Company = 1 one-way trip