



Nevada Office of HIV/AIDS Ryan White Part B Program **Service Standards**

Medical Transportation Services

I. HRSA Service Definition

Medical transportation services are conveyance services provided, directly or through a voucher, to a client to enable him or her to access health care services.

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
- 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

The State of Nevada recommends that all agencies utilize validated best practices for the execution of their service category. If an agency needs resources or recommendations to locate or implement best practice tools please contact the Grantee Office and we will provide necessary guidance. It is an expectation that all agencies implement a program that can have measurable positive effects on for clients.

II. Nevada Ryan White Part B Medical Transportation Service Goal

To provide transportation services to clients to ensure access and adherence to core medical or support service care. Increase access to HIV treatment and support services by providing transportation services to RWPB clients.

III. Currently Funded Medical Transportation Services

- A) Taxi Voucher (one-way)



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- B) Van Ride (one-way)
- C) Fuel Voucher (one-way)
- D) Bus Pass (one-way)
- E) Ridesharing (one-way)

IV. Medical Transportation Services Eligibility

Before services are provided under this Service Category, Provider Agency staff must ensure current Ryan White Part B enrollment by using the client's Member ID Card with valid dates or through CAREWare's Eligibility and Enrollment Fields tab.

The following eligibility criteria are specific to Medical Transportation Services: Client has been referred to a RWPB Medical Transportation Services Provider from another RWPB funded program, has sought out assistance of the agency through self-referral, or has received a referral from an outside RWPB provider. If the client is referred to the Medical Transportation Services Provider from a non-RWPB provider, the Medical Transportation Services Provider is responsible for notifying the originating non-RWPB provider that the client is now accessing services and the Medical Transportation Services Provider is responsible for logging the referral in CAREWare.

Appropriate utilization for Medical Transportation Services includes the following categories:

- Doctor appointments
- Medical case management appointments
- Mental health and substance abuse treatment appointments
- HIV related support groups
- Dental appointments
- Lab work
- Pharmacy visits

Medical Transportation Services may not be used to transport clients to social or recreational activities.

V. Service Delivery

Regardless of the method of delivery of transportation services, all funded medical transportation programs are required to maintain a method to track all requested transportation services and ensure that all of the trips were taken and were appropriately used to access HIV related services. Proper documentation must be obtained and tracked for all clients and services.



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Taxi vouchers are available to RWPB client in the following situations:

- For the purpose of seeking emergency medical and/or psychiatric care. Exceptions can be approved by the Agency with proper documentation in the client's case file.

Van Ride

Transportation by van will be provided as a means for clients to access medical or support services related to their HIV status. Agencies providing van transportation must have a mechanism in place for tracking the utilization of this service for legitimate medical or support service reasons only.

It is the agency's responsibility to maintain a monthly log to ensure Medical Transportation services are utilized only for the intended purpose. This log must contain the following documentation:

- Name of client with URN
- Date of request for transportation
- Date and time of medical appointment
- Name and address of medical provider
- Date and time of pick-up from medical provider
- Each trips starting and ending mileage

Fuel Voucher

Gas vouchers will be primarily used for residents of rural areas outside of the cities of Reno and Sparks but may not necessarily be limited to rural areas in cases where other transportation options are not available or if it is the most cost effective method of transportation.

- Verification of appointments must be provided in order to receive a gas voucher including proof of attendance.
- Gas voucher amounts will depend on the location and distance of the appointment from the client's primary residence.
- Gas reimbursements are given to HIV positive clients who live at least 20 miles away from their service provider to help offset the cost of traveling to their medical, mental health, and social services appointments.
- When finances permit, clients who live closer than 20 miles and whom are in financial need, may receive a gas reimbursement.
- Times when this exception is permitted will be designated by Agency and documented that an exception was made in the client's case file.



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Bus Pass

Bus passes are the appropriate method of transportation to be provided for clients who live inside the service area of the Regional Transportation Commission. Each agency providing this service must have a mechanism in place for tracking the utilization of bus passes for legitimate medical or support service reasons only.

It is the client's responsibility to provide a list of eligible appointments on a monthly basis to the designated agency representative prior to transportation services being provided. Additionally, clients must provide documentation of service utilization in accordance with agency policy following the appointment. Such documentation could include originals or copies of the following:

- Medical appointment card (showing date time and location of appointment) that corresponds with the passes they've been provided
- Signature of staff from medical appointment or support group session
- Copy of lab work (must show date and location)
- Pharmacy receipt

Ridesharing One-Way

Usage of Transportation Network Companies will be provided as a means for clients to have access medical or support services related to their HIV status. Agencies providing funding for a Transportation Network Company must have a mechanism in place for tracking the utilization of this service for legitimate medical or support service reasons only.

VI. Licensing, Knowledge, Skills, and Experience

Minimum HS Diploma; college graduate preferred. Should have HIV related experience. If qualified individuals do not have HIV related experience they must receive HIV specific training within six months of hire.

All van drivers must have a valid State driver's license; attend and successfully complete and pass the following classes: defensive driving and CPR/First Aid.

VII. Summary

These service specific standards shall be followed by all funded providers that provide Part B funded Medical Transportation Services. It is expected that all providers follow these standards as well as the universal programmatic and administrative **National Monitoring Standards**. Provider organizations and staff may exceed any of these standards as part of the program delivery.



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VIII. Recommendations

All Part B funded providers are to adhere to these service category specific standards, program standards, the primary program standards and ensure that they are familiar with their individual Part B subgrant to meet the expectations of their deliverables.

IX. References and further reading

All Part B funded providers should read their individual Part B contracts, as well as but not limited to, the Quality Management Plan and all local policies and guidelines set forth by the Part B office regarding the Part B program statewide. All referenced materials for standards are listed under the Universal Programmatic and Administrative **National Monitoring Standards**.

[General Services Administration – Federal Travel Regulation, Effective July 29, 2015.](#)

[HIV/AIDS Bureau – National Monitoring Standards for Ryan White Part B Grantees: Program – Part B; April 2013.](#)

[HIV/AIDS Bureau – Policy Clarification Notice 16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Use of Funds, January 2016.](#)

[Las Vegas TGA – Ryan White Part A HIV/AIDS Program, Service Standards](#)

[Nevada Office of HIV/AIDS Policy 15-15 Standard of Care for Referral to Health Care and Supportive Services: Eligibility & Enrollment for Ryan White Part B, February 2016.](#)

[Ryan White HIV/AIDS Program Service Report Instruction Manual, September 2015.](#)

X. Revision Schedule

Published	February 9, 2017	Located at dpbh.nv.gov
Revised	October 6, 2017	

XI. Contact

For further information or clarification please contact the Nevada Office of HIV Prevention and Care, Ryan White Part B Program Care Services Specialist at (702)486-5665.