

## **Medical Transportation Standards of Care**

### **Definition:**

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

### **Limitations:**

Purchase or lease of organizational vehicles for client transportation requires prior approval from HRSA/HAB.

Reimbursement methods may not involve cash payments to clients.

Mileage reimbursement rates will not exceed the federal reimbursement rate.

Medical transportation cannot be used to transport a client in need of emergency medical care.

### **Services:**

Services include transportation to public and private outpatient medical care and physician services, case management, substance abuse and mental health services, pharmacies, and other services where eligible clients receive Ryan White/State Services-defined Core Services and/or medical and health-related care services, including clinical trials, essential to their well-being.

Services may be provided through:

- Contracts with providers of transportation services
- Voucher or token system
- System of mileage reimbursement that does not exceed the federal per-mile reimbursement rates
- 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

All drivers must have a valid Texas Driver's License. The contractor must ensure that each driver has or is covered by automobile liability insurance for the vehicle operated as required by the State of Texas and that all vehicles have a current Texas State Registration.

Medical Transportation must be reported as a support service in all cases, regardless of whether the client is transported to a core or support service.

**Agency/Personnel**

Qualification	Expected Practice
<p><b>Agency Policies and Procedures for direct providers of transportation services or contracts with providers of transportation services</b></p>	<p>The agency shall have policies/procedures for each of the following:</p> <ul style="list-style-type: none"> <li>-Client rights and responsibilities, including confidentiality guidelines</li> <li>-Client grievance policies and procedures</li> <li>-Client eligibility requirements</li> <li>-Data collection procedures and forms, including data reporting</li> <li>-Guidelines for language accessibility</li> <li>-Policy on staff performance appraisals</li> <li>-Conducting background check for drivers</li> <li>-Agency response to drivers who receive moving violations while transporting clients</li> <li>-Emergency procedures, such as automobile crashes, client's behavior placing driver/others at risk:               <ul style="list-style-type: none"> <li>• Written procedures are developed and implemented to handle emergencies</li> <li>• Each driver will be instructed in how to handle emergencies before commencing service</li> <li>• Each driver will receive in-service training annually</li> </ul> </li> <li>-Required use of seat belts by drivers and passengers</li> <li>-Proper boarding/unloading assistance of passengers and manipulation of wheelchair and other durable medical equipment/health devices</li> <li>-No smoking policy while transporting clients</li> <li>-No drug tolerance policy for any drugs that may impair the ability to drive</li> <li>-Distribution of vouchers/tokens/bus passes</li> <li>-Wait times               <ul style="list-style-type: none"> <li>• There is no more than a two (2) hour wait time for vehicles and vans so that appointments are kept</li> </ul> </li> <li>-System abuse by clients               <ul style="list-style-type: none"> <li>• If an agency has verified that a client has falsified the existence of an appointment in order to access transportation, the client can be removed from the agency roster</li> <li>• If a client cancels van/vehicle transportation appointments in excess of three (3) times per month, the client may be removed from the van/vehicle roster for 30 days</li> <li>• Agency must have published rules regarding the consequences to the client in situations of system abuse                   <ul style="list-style-type: none"> <li>○ If client is removed from the roster, he or</li> </ul> </li> </ul> </li> </ul>

	<p>she must be referred to other transportation services. One additional “no show” and the client can be suspended from service for up to six (6) months</p> <p>-Notification system/procedure to clients and providers in case of delay or cancellation of transportation.</p>
<p><b>Direct Transportation</b>                  Agency staff and volunteers providing medical transportation through direct transportation will maintain appropriate insurance, liability, licenses, and training per the HRSA National Monitoring Standards.</p>	<p>Agency maintains correct level of liability insurance for all drivers as required by State of Texas.</p> <p>All drivers have appropriate current Texas driver’s licenses for the type of vehicle driven.                  -Usually a Class C according to:  <a href="http://www.txdps.state.tx.us/DriverLicense/dlClasses.htm">http://www.txdps.state.tx.us/DriverLicense/dlClasses.htm</a></p> <p>Drivers must have verified driving records, receive a drug screen and background check.                  - Driver has maintained a clean driving record for the past year</p> <ul style="list-style-type: none"> <li>• Less than 3 convicted traffic moving violations</li> <li>• DUI</li> </ul> <p>Staff and Drivers for agency conveyance will have received training in universal precautions and infection control appropriate to their duties.</p> <p>Each driver will sign a statement agreeing to maintain confidentiality and safe driving practices.</p>
<p><b>Vehicle Maintenance and Insurance for purchased or leased organizational vehicles for client transportation</b></p>	<p>Routine maintenance records and other repair information are available.                  -A file will be maintained on each agency vehicle and shall include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Description of vehicle including year, make, model</li> <li>• General condition</li> <li>• Service and state inspection records</li> <li>• Inspections of vehicle(s) should be routine and documented</li> <li>•</li> </ul> <p>Agency maintains documentation of all agency-owned vehicles insurance coverage as required by State of Texas.</p> <p>Seat belts/restraint systems must be operational.                  -When in place, child car seats must be operational and installed according to manufacturer specifications.</p>

	<p>Transportation services must be handicap accessible in accordance with the Americans with Disabilities Act (ADA) regulations.</p> <p>All lights and turn signals must be operational, brakes must be in good working order, tires must be in good condition, and air conditioning/heating system must be fully operational.</p> <p>All vehicles will be equipped with a fire extinguisher, first aid kit, and CPR kit.</p> <p>Driver must have radio or cell phone capability, including the ability for hands-free operation while vehicle is in motion if required locally.</p> <p>A log/form for collection of mileage is maintained by the driver(s) and is reviewed per agency policy but no less than at least quarterly by supervisor.</p>
<p><b>Staff Supervision for direct providers of transportation services</b></p>	<p>Each agency must have and implement a written plan for supervision of all staff.</p> <p>Supervisors must review monthly transportation logs for completeness, compliance with these standards, and quality and timeliness of service delivery.</p> <p>Staff must be evaluated at least annually by their supervisor according to written Agency policy on performance appraisals.</p>
<p><b>Voucher/Token/Bus Pass System</b></p>	<p>Agency will have procedures in place regarding use and distribution of vouchers or bus passes/tokens.</p> <p>A system is in place to account for the purchase and distribution of vouchers and bus passes.</p> <p>A security system is in place for storage of and access to vouchers, bus passes, and fees collected.</p>

**Standards of Care**

Standard	Measure
<p><b>Intake and Service Eligibility</b> According to the HRSA HIV National Monitoring Standards, eligibility for services must be determined.</p>	<p>Clients will have completed the intake process and be enrolled in services (e.g., case management, outpatient/ambulatory medical care, mental health services, etc.) at the agency that refers them to Medical Transportation.</p> <p>Eligibility documentation will be in compliance with the Austin Transitional Grant Area (TGA) HIV Resources Administration Unit's current Client Eligibility Verification Policy and Policy Clarification Notice.</p> <p>Before assistance is provided, there should be written documentation in the client's file that Ryan White/State Services funding is being used as the payor of last resort.</p>
<p><b>Use of Agency Vehicle for non-Ryan White/State Services-eligible clients who do not qualify for medical transportation services</b></p>	<p>Agency may determine if transporting a HIV+ non-eligible RW client using an agency vehicle/volunteer driver removes barriers for the client in accessing services.</p> <ul style="list-style-type: none"> <li>-Agency will determine under what circumstances that a Ryan White/State Services client who is not eligible for transportation services may access transportation using an agency vehicle/volunteer driver</li> <li>-Agency will determine reimbursement rate for payment/fee from the client for the transportation</li> <li>-Agency will report all payment/fees made by the client as program income.</li> </ul>
<p><b>Provision of Services</b> <b>-Direct Transportation</b></p>	<p>Clients are provided with information on transportation services and instructions on how to access the services.</p> <ul style="list-style-type: none"> <li>-General transportation service hours should mirror core and support service hours of operation.</li> <li>-Agency must allow clients to confirm core or support service appointments at least 48 hours in advance.</li> </ul> <p>The agency provides clients with information on transportation limitations, clients' responsibilities for accessing the receiving transportation, and the agency's responsibilities for providing transportation.</p> <p>Clients should initiate and coordinate their own</p>

	<p>services with the transportation providers. An advocate (e.g. case manager) for the client can assist the client in accessing transportation services.</p> <p>Each client will be screened for other transportation resources e.g., Medicaid-eligible clients using DSHS Medicaid transportation program, Medicare eligible clients utilizing half-fare VIA Cards, VIA Trans, etc.</p> <p>Accommodation will be provided for related/affected individuals and/or caregivers as necessary for the benefit of the client.</p> <p>Children must be transported safely in accordance with the Texas Transportation Code §545.412.</p> <ul style="list-style-type: none"><li>-Agency is responsible to ensure the child seat is installed correctly.</li><li>-When transporting children under the age of eight (8), appropriate operational car seats must be used</li><li>-Children 15 years old and younger must be accompanied by an adult caregiver<ul style="list-style-type: none"><li>• Requirements must be adhered to whether the child is the client or is accompanying a client.</li></ul></li></ul> <p>A signed statement from client consenting to transportation services and agreeing to safe and proper conduct in the vehicle is on file. This statement is to include the consequences of violating the agreement such as removal, suspension and/or possible termination of transportation services.</p> <p>Agency/Driver may refuse service to any client with open sores/wounds where blood and other body fluids from clients are potentially infectious.</p> <p>Clients and agencies are made aware of problems immediately (e.g. vehicle breakdown) and notification documented.</p> <p>Clients and Ryan White/State Services providers are notified of future service delays and changes in appointments or schedules as they occur.</p> <ul style="list-style-type: none"><li>-If the transportation vehicle will not be available for an appointment, the client will be provided as much notice as possible.</li></ul>
--	---

<p><b>Documentation for direct providers of transportation services or contracts with providers of transportation services</b></p>	<p>Documentation that medical transportation services are used only to enable an eligible individual to access HIV-related health and support services.</p> <p>-Transportation Provider must ensure:</p> <ul style="list-style-type: none"> <li>• Follow-up verification between transportation provider and destination service program confirming use of eligible service(s)</li> <li>• Receipt of proof of service documenting use of eligible services at destination agency on the date of transportation or scheduling of transportation services by receiving agency's case manager or transportation coordinator. Documentation completed by agency/case manager who has verified that transportation used for eligible services is acceptable.</li> <li>• Agency is allowed to provide one (1) round trip per client per year without proof of service documentation.</li> </ul> <p>Agency must document daily transportation services on the Transportation Log.</p> <p>No shows should be documented in the log and the client's case manager notified.</p> <p>Documentation that services were provided:</p> <p>-Contracted services</p> <ul style="list-style-type: none"> <li>• Contract that clearly identifies allowable services and method of transportation</li> <li>• Tracking of service provided and the purpose (transport to medical appointment; transport to food bank, etc.).</li> </ul> <p>-Voucher, token, or bus pass system</p> <ul style="list-style-type: none"> <li>• Document the amount of the voucher or number of tokens/passes given to client for each trip.</li> </ul> <p>-Mileage reimbursement</p> <ul style="list-style-type: none"> <li>• Agency must document the mileage between Trip Origin and Trip Destination (e.g. where client is transported to access eligible service) per a standard Internet-based mapping program (e.g. Yahoo Maps, Map Quest, Google Maps) or odometer reading for all clients receiving van-based transportation services.</li> </ul> <p>-Volunteer drivers</p> <ul style="list-style-type: none"> <li>• Insurance and other liabilities have been addressed</li> </ul>
--	--

<p><b>Documentation for non-direct providers of transportation services</b></p>	<ul style="list-style-type: none"> <li>• Contract that clearly identifies allowable services and method of transportation</li> <li>• Tracking of service provided and the purpose (transport to medical appointment; transport to food bank, etc.)</li> </ul> <p>-Purchase or lease of agency vehicles</p> <ul style="list-style-type: none"> <li>• Proof of prior approval from HRSA/HAB to lease or purchase vehicle</li> <li>• Contract that clearly identifies allowable services and method of transportation</li> <li>• Tracking of service provided and the purpose (transport to medical appointment; transport to food bank, etc.)</li> </ul> <p>Program will maintain documentation related to:</p> <ul style="list-style-type: none"> <li>-Client eligibility</li> <li>-Reason for the transportation and its relation to accessing HIV-related core/support services</li> <li>-Method used to meet the transportation need</li> <li>-Trip origin and destination</li> <li>-Cost per trip</li> <li>-Level or service/number of trips provided</li> </ul> <p>Agency will document all transportation services on the Client Transportation Inventory Log. For gas cards and cab vouchers, agency will enter type of medical services accessed and explanation for why the client cannot utilize bus transportation. Documentation includes:</p> <ul style="list-style-type: none"> <li>-The card number(s) and total dollar value of the gas card(s) and/or cab voucher(s) issued to each client</li> <li>-The number of 31-day bus passes, 31-day reduced fare bus passes, and MetroAccess Ticket Booklets given to each client</li> </ul>
---	---

**References:**

American with Disabilities Act (ADA) located at: <http://www.ada.gov/pubs/ada.htm>

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013. p. 38-40.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B  
April, 2013. p. 38-39.

State of Texas Transportation Code Title 7, Subtitle C, Chapter 545. Operation and movement of Vehicles  
located at: <http://www.statutes.legis.state.tx.us/docs/tn/htm/tn.545.htm>

Texas Department of Public Safety. Classes of Drivers Licenses. Located at:  
<http://www.txdps.state.tx.us/driverlicense/dlclasses.htm>

**Medical Transportation Standards of Care  
Austin TGA Ryan White Part A Modifications**

**Agency Policies and Procedures, page 2**

Revised Agency Policies and Procedures; addition is in italics:

*Agency Policies and Procedures for direct providers of transportation services or contracts with providers of transportation services*

**Vehicle Maintenance and Insurance, page 3**

Revised Vehicle Maintenance and Insurance; addition is in italics:

*Vehicle Maintenance and Insurance for purchased or leased organizational vehicles for client transportation*

**Staff Supervision, page 4**

Revised Staff Supervision; addition is in italics:

*Staff Supervision for direct providers of transportation services*

**Intake and Service Eligibility, page 5**

Revised Measure as follows:

Clients will have completed the intake process and be enrolled in services (e.g., case management, outpatient/ambulatory medical care, mental health services, etc.) at the agency that refers them to Medical Transportation.

Eligibility documentation will be in compliance with the Austin Transitional Grant Area (TGA) HIV Resources Administration Unit's current Client Eligibility Verification Policy and Policy Clarification Notice.

**Documentation, page 7**

Revised Documentation; addition is in italics:

*Documentation for direct providers of transportation services or contracts with providers of transportation services*

**Documentation, page 8**

Add to Standard as follows; addition is in italics:

*Documentation for non-direct providers of transportation services*

Add corresponding Measure as follows:

Agency will document all transportation services on the Client Transportation Inventory Log.

For gas cards and cab vouchers, agency will enter type of medical services accessed and explanation for why the client cannot utilize bus transportation.

Documentation includes:

- The card number(s) and total dollar value of the gas card(s) and/or cab voucher(s) issued to each client
- The number of 31-day bus passes, 31-day reduced fare bus passes, and MetroAccess Ticket Booklets given to each client