



RYAN WHITE PART A (RWPA) HIV/AIDS PROGRAM
LAS VEGAS TRANSITIONAL GRANT AREA (TGA)

MEDICAL TRANSPORTATION—SERVICE STANDARDS

Drafted by Part A Recipient Office	Approved by Part A Planning Council
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IMPORTANT: All Las Vegas Transitional Grant Area (TGA) service providers must adhere to the Las Vegas-TGA [Universal Service Standards](#). Please read the [Universal Service Standards](#) prior to reading the service standards below.

Service Description

Medical Transportation is the provision of nonemergency 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

Costs for transportation for medical providers to provide care should be categorized under the service category for the service being provided.

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

Minimum Requirements

STANDARD	MEASURE
1. Staff Requirements	
A. None at this time.	A. N/A
2. Service Delivery	
<p><u>2.1. Medical Transportation</u> One (1) Medical Transportation visit may be one of the following:</p> <ul style="list-style-type: none"> • One day bus pass • Gas voucher • One day van transportation ride • Ride Sharing <p><u>2.2. Access to HIV-related Health and Support Services</u> Medical Transportation assistance must be used by consumer to access HIV-related health and support services, which includes getting to and from appointments for:</p> <ul style="list-style-type: none"> • Doctor Appointments • Medical Case Management Appointments • Mental Health and Substance Abuse Treatment Appointments • HIV Related Support Groups • Dental Appointments • Lab Work • Pharmacy Visits • Grocery Store or Food Pantry <p>Medical Transportation services may not be used to transport clients to social or recreational activities.</p> <p><u>2.3. Bus Passes/Ride Sharing</u> It is the client’s responsibility to provide a list of eligible appointment(s) on a monthly basis to the Medical Transportation provider prior to transportation services being provided. Additionally, clients must provide documentation of service utilization in accordance with agency policies following the appointment. Documentation may include originals or copies of the following:</p> <ul style="list-style-type: none"> • Medical appointment card (showing date, time, and location of appointment) that corresponds with the passes provided • Signature of staff from medical appointment or support group session • Copy of lab work (must show date and location) • Pharmacy receipt 	<p>2.1. Documentation in consumer records of bus pass, gas voucher, van transportation log, or ride share.</p> <p>2.2. Documentation in consumer records that the provision of Medical Transportation service met established criteria</p> <p>2.3. Documentation in consumer records that the provision of Medical Transportation service met established criteria</p>

<p><u>2.4. Gas Vouchers</u> Gas vouchers will be primarily used by residents of Nye and Mohave Counties. Residents of Clark County may be eligible in cases where other transportation options are not available or if it is the most cost-effective method of transportation. All gas vouchers distributed must include:</p> <ul style="list-style-type: none"> • Verification of appointment(s), including proof of attendance • Gas voucher amount dependent on the location and distance of the appointment from the client’s primary residence <p><u>2.5. Van Transportation</u> Transportation by van will be provided by designated agencies solely as a means for clients to access HIV-related health and support services in the TGA. Agencies providing van transportation must have a mechanism in place for tracking the utilization of this service for documented HIV-related health and support services received.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 trip’s starting and ending mileage 	<p>2.4 Documentation in consumer records that the provision of Medical Transportation service met established criteria</p> <p>2.5. Documentation in consumer records that the provision of Medical Transportation service met established criteria</p>
<p>3. Program Data and Reporting</p>	
<p>A. Medical Transportation programs are required to collect the following data elements in the Las Vegas TGA CAREWare data system:</p> <ul style="list-style-type: none"> • Year of birth • Ethnicity • Hispanic subgroup • Race • Asian subgroup • NHPI Subgroup • Gender • Transgender subgroup • Sex at Birth 	<p>A. Documentation in Las Vegas TGA CAREWare</p>

4. Policies and Procedures	
A. <i>Medical Transportation-Policies and Procedures</i>	A. N/A
5. Referral Policy	
<p>A. All service providers must work in partnership with the client, their internal care coordination team and external providers (both Ryan White HIV/AIDS Program-funded and non-Ryan White-funded sites) to ensure appropriate and timely service referrals are made.</p> <p>For more information, see Las Vegas TGA <i>Referral Policy</i>.</p>	<p>A. For internal Ryan White Part A referrals: documentation in CAREWare. For external referrals: documentation in client record that referral was completed.</p>