

Seattle TGA Ryan White Program Standards

Medical Transportation Services

Approved by the Council 11/26/2018

HRSA Definition: 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

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

Seattle TGA Definition:

Transportation is available for all core medical and support services, per the Ryan White service categories. Additionally, transportation may be made available to other non-Ryan White funded support services (appointments with Social Security, housing recertification, Department of Social and Health Services, etc.) are included. However, there are some limitations: Transportation cannot be used for any employment or employment services, education purposes, or medical services for other family members (including pets).

1.0 General Standards

	STANDARD	MEASURE
1.1	Program adheres to Seattle TGA Ryan White Program General Standards	Part A site visit documents adherence

2.0 Services

	STANDARD	MEASURE
2.1	Rides and vouchers are only provided to and from medical and support service appointments, including non-Part A funded services.	Agency monitors service destinations and maintains a tracking log of voucher utilization and appointment type.
2.2	For all transportation services provided, the points of origin, destination, and return location must be within King, Island, or Snohomish Counties.	Agency monitors service destinations and appointment type, and maintains destination log.

3.0 Agency Operated Direct Transportation Services

	STANDARD	MEASURE
3.1	Agency has policies which reflect the following: vehicle and driver safety, vehicle registration, driver's license, insurance coverage, and liability.	Policy in agency records.
3.2	Agency has policies which reflect the following: how clients access rides, availability of handicap accessible rides, hours of operation, cancellations, and no shows.	Policy in agency records.

4.0 Case Closure

	STANDARD	MEASURE
4.1	Please refer to the General Standards wherein the agency follows its case closure policies.	Documentation in client record

Dates Revised:

6/14/12 (Created)

10/13/14

6/26/17

8/28/17

9/24/18