

MEDICAL TRANSPORTATION SERVICES

**Cleveland TGA Definition(s):**

Transportation Providers:

**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. Medical transportation is classified as a support services and is used to provider transportation for eligible Ryan White HIV/AIDS program clients to core medical services and support services. Medical transportation must be reported as a support services in all cases, regardless of whether the client is transported to a medical core service or to a support service.

**Client/Agency Transportation Reimbursement:**

**Definition:** Transportation assistance provided throughout the TGA includes parking vouchers and/or conveyance to or from core medical and support services through the use of bus passes, cab vouchers, or fuel vouchers.

Ryan White Part A Service Providers within the TGA Can provide the following types of medical transportation assistance: public transportation voucher or token system; parking voucher or token system; cab or taxi voucher or token system.

Providers outside of Cuyahoga that propose Medical Case Management, EIS, or Outreach services may be reimbursed by the grantee for providing transportation assistance in the form of a bus pass, fuel, voucher, or cab voucher.

**HRSA 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.

**Care and Treatment Goals:** To enable eligible individuals to access HIV-related health and support services, including services needed to maintain the client in HIV medical care.

**Service Goal:** To provide cost effective, high quality and safe transportation services to health care and support services for eligible PLWHA in the Cleveland TGA.

**Description of Services:** In the Cleveland TGA, Medical Transportation may be provided through the following public transportation voucher or token system; parking voucher or token system; cab or taxi voucher or token system; mileage reimbursement.. A combination of these services may be utilized when providing a round trip for a client. **At no time and under no circumstance are direct cash payments to be made to the recipient of Medical Transportation services.**

Eligibility and utilization of medical transportation services must be documented in the client's chart and linked to the client's ability to access and/or remain in medical care and adherent to their health care treatment plans. For example, Medical Transportation programs must document whether clients can utilize other services that may be available to them such as Medicaid transportation, etc.

**Limitations:**

In the Cleveland TGA, Ryan White funds cannot be utilized to provide transportation to the following:

- Work
- School/College/University
- Ryan White Part A committee meetings (you must call the Grantee directly for this request)
- Consumer Advisory Board meetings
- Court/Fair hearings (not to include Social Security hearings)
- Department of Labor
- Department of Social Services (unless it is documented for obtaining or for purposes to prevent loss of medical benefits)
- Support Groups (non-mental health/substance abuse related i.e. AA, NA)
- Supermarket
- Shopping Mall/Center
- Trainings and/or special events sponsored by participating agencies

**PERSONNEL:**

Staff Qualification	Expected Practice
Supervisors must review a ten (10) percent sample of each staff’s case records each month for completeness, compliance with these standards, and quality and timeliness of service delivery.	Agency will keep on file supervision logs demonstrating the review of random client files citing the date and outcome of chart reviews.

**QUALITY MANAGEMENT:**

**Program outcome:** Number of clients that access health care services as a result of medical transportation services.

**Indicators:** The number of clients who accessed health care and support service appointments as a result of Transportation Services.

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
Clients are screened for other available resources for transportation services, i.e. Medicaid eligible clients screened for Medicaid transportation program; Medicare eligible clients screened for available transportation services/discounts.	Documentation in client record.	Number of clients accessing medical transportation services	Number of clients eligible for transportation services	Client Files CAREWare	80% of client files have documentation of screening for other transportation resources available.
Documentation is maintained to ensure that clients given transportation support have attended their appointments.	Documentation in client file.	Number of clients with documentation of health care and support service access.	Number of clients receiving medical transportation assistance.	Client Files CAREWare	80% of client files have documentation of health care and support service appointments accessed with use of medical transportation services.