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| Title: Medical transportation service standards | |
| Program: Ryan White Part B | |
| Section: Support services | |
| Department: Health and Human Services | Last review: 2024.06.24 |
| Owner: Part B administrator | Next review: 2025.04.01 |
| Approved by: HEART program manager | Origination: 2012.04.01 |

Acronyms

CMA: case management agency

HRSA: Health Resources and Services Administration

RWB: Ryan White Part B Program

Medical transportation

The provision of non-emergency transportation is used only to enable an eligible client to access or be retained in HIV-related health and support services.

Transportation is provided by Ryan White Part B (RWB) approved vendors with provider agreements and are accessed through the CMA. RWB must be the payer of last resort. If other transportation services are available to the client, those services must be exhausted first. If RWB funding is exhausted, this service may be discontinued.

Allowable methods of service delivery:

- UTA Rideshare
- Cab/taxi voucher
- Gas voucher
- Transit pass

Unallowable costs include:

- Direct cash payments or cash reimbursements to clients.

- Direct maintenance expenses (tires, repairs, etc.) of a privately-owned vehicle.
- Any other cost associated with a privately-owned vehicle such as lease, loan payments, insurance, license, or registration fees.
- Mileage reimbursement exceeding the federal reimbursement rate.

Key service components and activities

| Standard/activity | Measure/documentation |
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| <i>RWB</i> | |
| <ul style="list-style-type: none"> ● Contract with Rideshare. ● Purchase: <ul style="list-style-type: none"> ○ Cab/taxi vouchers ○ Gas vouchers ○ Transit passes ● Provide transportation log to CMA. | <ul style="list-style-type: none"> ● Rideshare contract and invoices ● Cab voucher procedure ● Receipt of: <ul style="list-style-type: none"> ○ Gas vouchers ○ Transit passes ● Transportation log contains each individual voucher/pass number |
| <p>Specify requirements (guidelines/procedures) related to each allowable method of service delivery.</p> | <ul style="list-style-type: none"> ● Transportation services guidelines (Rideshare) ● Cab voucher procedure ● Gas voucher guidelines ● Transit pass guidelines ● RWB manual |
| <p>Verify client eligibility for medical transportation services.</p> | <ul style="list-style-type: none"> ● ClientTrack ● Transportation log |
| <p>Provide transportation logs to CMA.</p> | <ul style="list-style-type: none"> ● Transportation log ● ClientTrack |

Applicable universal service standards

- Records management
- Fiscal
- Eligibility determination/screening
- Client-related policies: Grievance, Privacy and Confidentiality, Rights and Responsibilities

Monitoring standards

Quality assurance activities are conducted according to the RWB Support Services Procedure manual to make sure the use of funds meets requirements.

Resources

HRSA RW Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02

https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients

[National Monitoring Standards for RWHAP Part B Recipients - June 2023](#)

| Revised | Reviewer | Description or location |
|------------|-------------------|--|
| 2024.06.24 | RWB administrator | Updated in section: key service components and activities. |
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| Approval Group | Reviewed |
|--|------------|
| Part B administrator: Seyha Ros | 2024.06.24 |
| Senior RN quality consultant: Vinnie Watkins | 2024.06.25 |
| HEART program manager: Tyler Fisher | 2024.06.26 |