

Medical Transportation Services

Health Resources and Services Administration (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-

- Contract with providers of transportation services
- Mileage reimbursement (through a non-cash system) that enables clients to travel to needed medical and support services, but should not in any case exceed the established rates for federal programs
- 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, and insurance, license, or registration fees.

Eligibility: Clients accessing transportation services in the EMA (Orange, Osceola, Seminole, and Lake Counties) shall be at or below 185% FPL. Clients accessing transportation services in Brevard County shall meet eligibility requirements as defined in the System-Wide Standards of Care.

1.0 Responsibility of Case Management Agencies

The purpose of the responsibility of case management agencies is to establish the scope of work for the coordination of Medical Transportation.

1.0 Responsibility of Case Management Agencies

Standards		Measures	
1.1	Ryan White is the Payer of Last Resort and as such transportation services shall be provided only to clients who can demonstrate that all other non-Ryan White transportation services alternatives	1.1	Documentation within 72 hours in the approved electronic database management system that the client has exhausted all alternative means of obtaining transportation services (e.g. denial of Medicaid or Medicare).

	have been exhausted, including Medicaid and Medicare.		
1.2	<p>Agencies shall ensure that clients receiving door-to-door transportation meet the following criteria:</p> <ul style="list-style-type: none"> • Are ineligible or have exhausted benefits under Medicaid, Medicare, or HMO Advantage Transportation; • Have one core or support services (including food bank services) appointment; and, • Live more than ¾ mile away from a bus route or cannot physically use the bus (EMA only). 	1.2	Documentation within 72 hours in the approved electronic database management system of eligibility, record of scheduled appointment, and/or completed Transportation Checklist form and documentation should reflect the type of medical and/or support service appointment for each authorized trip (bus pass/door-to-door/rideshare).
1.3	<p>Agencies shall ensure that clients receiving a 30-day bus pass meet the following criteria:</p> <ul style="list-style-type: none"> • Are ineligible or have exhausted benefits under Medicaid, Medicare, or HMO Advantage Transportation; • Are ineligible for Lynx AdvantAge or 321Transit reduced fare for Youth, Seniors, Medicare Recipients, and individuals with disabilities; • Have two or more core or support services (including food bank services) appointments on different days within 30 days; and, • Live less than ¾ of a mile away from a bus stop (EMA only). 	1.3	Documentation within 72 hours in the approved electronic database management system of eligibility, a record of scheduled appointment, and/or completed Transportation Checklist form and documentation should reflect the type of medical and/or support service appointment for each authorized trip (bus pass/door-to-door/rideshare).
1.4	Agencies shall ensure that clients who meet the Lynx AdvantAge or 321Transit eligibility criteria for reduced fare are assisted by a case manager to complete the application. Clients who are approved shall receive a 30-day	1.4	Documentation within 72 hours in the approved electronic database management system of eligibility, completion of the Lynx AdvantAge or 321Transit application, record of scheduled appointment and/or completed Transportation Checklist form, and

<p>AdvantAge bus pass. Clients must meet the following criteria:</p> <ul style="list-style-type: none"> • Are ineligible or have exhausted benefits under Medicaid, Medicare, or HMO Advantage Transportation; • Have two or more core or support services (including food bank services) appointment on different days within 30 days; and, • Live less than ¾ of a mile away from a bus stop (EMA only). 	<p>documentation should reflect the type of medical and/or support service appointment for each authorized trip (bus pass/door-to-door/rideshare).</p>
<p>1.5 Agencies shall ensure that clients receiving a 1-day bus pass meet the following criteria:</p> <ul style="list-style-type: none"> • Are ineligible or have exhausted benefits under Medicaid, Medicare, or HMO Advantage Transportation; • Are ineligible for Lynx AdvantAge or 321Transit reduced fare for Youth, Seniors, Medicare Recipients, and individuals with disabilities; • Have one core or support service (including food bank services) appointment within 30-days; and, • Live less than ¾ of a mile away from a bus stop (EMA only). 	<p>1.5 Documentation within 72 hours in the approved electronic database management system of eligibility, record of scheduled appointment, and/or completed Transportation Checklist form and documentation should reflect the type of medical and/or support service appointment for each authorized trip (bus pass/door-to-door/rideshare).</p>
<p>1.6 Agencies shall ensure that clients who meet the Lynx AdvantAge or 321Transit eligibility criteria for reduced fare are assisted by a case manager to complete the application. Clients who are approved shall receive a one-day AdvantAge bus pass. Clients must meet the following criteria:</p> <ul style="list-style-type: none"> • Are ineligible or have exhausted benefits under 	<p>1.6 Documentation within 72 hours in the approved electronic database management system of eligibility, completion of the Lynx AdvantAge or 321Transit application, record of scheduled appointment and/or completed Transportation Checklist form, and documentation should reflect the type of medical and/or support service appointment for each</p>

<p>Medicaid, Medicare, or HMO Advantage Transportation;</p> <ul style="list-style-type: none"> • Have one core or support service (including food bank services) appointment within 30-days; and, • Live less than ¾ of a mile away from a bus stop (EMA only). 	<p>authorized trip (bus pass/door-to-door/rideshare).</p>
<p>1.7 Agencies shall ensure that clients receiving rideshare transportation meet the following criteria:</p> <ul style="list-style-type: none"> • Are ineligible or have exhausted benefits under Medicaid, Medicare, or HMO Advantage Transportation; • Have one core or support service (including food bank services) appointment within 30 days; and, • Live more than ¾ mile away from a bus route (EMA only) or cannot physically use the bus; and, • Door-to-door transportation is not available. • Live less than ¾ of a mile away from a bus stop (EMA only), but the route requires more than 2 bus transfers; or, • Missed 2 appointments or pickups within 6 months due to door-to-door transportation barriers; or, • Inclement weather prevents the client from riding the bus, <p>Note: These requirements may be waived on a case-by-case basis if challenges with door-to-door transportation would result in the client violating provider no-call/no-show policies or if provider wait times result in the client missing</p>	<p>1.7 Documentation within 72 hours in the approved electronic database management system of eligibility, record of scheduled appointment, and/or completed Transportation Checklist form and documentation should reflect the type of medical and/or support service appointment for each authorized trip (bus pass/door-to-door/rideshare).</p>

	<p>their scheduled pick-up after an appointment.</p> <p>Clients who no-show twice (2) for rideshare transportation within six (6) months are not eligible to participate for at least six (6) months from the last no-show unless otherwise approved by the Recipient or Lead Agency Office.</p>	
1.8	<p>Case Managers shall schedule door-to-door and rideshare pickups for arrival at destination at least thirty (30) minutes prior to scheduled appointment. For trips requiring special scheduling, arrangements shall be made by Case Managers based on travel distance and/or special circumstances. Return pickups shall be made by Case Managers within one (1) hour of call; Case Managers anticipating longer wait times will need to notify the client.</p>	1.8 Documentation within 72 hours in the approved electronic database management system of ride including pick up, arrival, and drop off time.
1.9	<p>Agencies shall ensure that clients accessing transportation services are provided a copy of the Ryan White Medical Transportation Services Client Rights and Responsibilities.</p>	1.97 Signed receipt in client file that the client has received a copy of the Ryan White Medical Transportation Services Client Rights and Responsibilities.

2.0 Employment Requirements for Transportation Providers (Part B Only)

The agency or other selected service providers must ensure the following employment requirements are met.

2.0 Employment Requirements for Transportation Providers (Part B Only)	
Standards	Measures
2.1 Physical examination must be performed prior to employment and at least annually thereafter.	2.1 Documentation on file of completed satisfactory physical exam by the conveyance or dispatch employee.
2.2 Use of certified approved laboratory facility for pre-employment, random,	2.2 Documentation of testing by certified/approved laboratory

	and post-accident drug urine screenings is required.		screening and results in the employee file.
2.3	Department of Motor Vehicles driver's license check with no more than six (6) points in a three (3) year period checked quarterly. No reckless driving convictions or driving under the influence of drugs or alcohol allowed regardless of the conviction date.	2.3	DMV report in personnel record reflecting that the employee met the criteria outlined in 2.3 for inclusion
2.4	Photocopy of the employee's valid Florida driver's license	2.4	Documentation in personnel record of the employee's driver's license. Random review of drivers to ensure identification is properly displayed.
2.5	Drivers will complete the following training within 90 days of hire: <ul style="list-style-type: none"> • Passenger Assistance Training (P.A.T.), or equivalent training to ensure staff learns the safe and proper techniques for assisting a client in and out of the vehicle, for loading and securing wheelchair-bound clients, and for assisting visually impaired clients; • A 4-hour Defensive Driving Training Course (D.D.T.C.) including a road test at the end of class, to ensure staff learns to employ safe defensive driving techniques; • Current C.P.R./A.E.D. and First Aid Basics Training • OSHA and US Public Health Service Guidelines. 	2.5	Documentation of training that reflects the minimum requirements in 2.5 in personnel file
2.6	Transportation Service vehicles shall be maintained in working condition and shall contain features that make the vehicle accessible and usable by customers with disabilities. Such features shall include, but not be limited to lifts, ramps, securement devices, signage, and systems or facilitate communication with customers who have visual or	2.6	Vehicle inspection.

	hearing impairment. These accessible features shall be maintained in good working condition and promptly repaired if damaged or otherwise out-of-order. In the event that such features are not available to the customers, due to repair or maintenance, the agency shall take reasonable steps to accommodate customers with impairment until such features are available.	
2.7	The agency shall not permit drivers to transport passengers other than those identified on the Voucher. Only passengers provided for on the Voucher shall be permitted in the vehicle when transporting customers.	2.7 Policy regarding transportation of non-passengers (name on voucher) available for inspection.
2.8	The agency shall maintain confidentiality of all personal information, as identified in Section 501.71, Florida Statutes ("PI").	2.8 Signed Confidentiality Statements available for inspection. Client Satisfaction Survey results will also be used to assess this standard.

3.0 Discharge

Clients who are no longer engaged in HIV treatment and care services OR have achieved self-sufficiency should have their cases closed.

3.0 Discharge

Standards		Measures	
3.1	<p>Clients may be discharged from medical transportation services when the client:</p> <ul style="list-style-type: none"> • Has become ineligible for services • Has relocated out of the service area • Is incarcerated • Is deceased • Decides to discontinue services • Is found to be improperly utilizing the service and/or is asked to leave the agency. 	3.1	Documentation of case closure in the approved electronic database management system.

<ul style="list-style-type: none"> Is found to be in violation of the Ryan White Medical Transportation Services Client Rights and Responsibilities. 	
<p>3.2 The client will be notified in writing of termination from Medical Transportation services including the reason indicated for discharge.</p>	<p>3.2 A copy of the letter is uploaded to the approved electronic database management system client file.</p>