



POLICY AND PROCEDURE NOTICE: PPPN-046 MEDICAL TRANSPORTATION SERVICES

Summary and Purpose of PPN: To guide the administration of the Ryan White Part A Program to provide a standard Priority Service definition and requirements.

Authority:

- HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs National Monitoring Standards for Ryan White Part A Grantees: Program – Part A
<https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
- HAB PCN #16-02 Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds
https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf
- Policy Clarification Notice 16-02: Eligible Individuals and Allowable Uses of Funds Frequently Asked Questions
https://hab.hrsa.gov/sites/default/files/hab/Global/faq_service_definitions_pcn_final.pdf
- HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs & Division of State HIV/AIDS Programs National Monitoring Standards for Ryan White Part A and Part B Grantees: Universal – Part A and B (Covers Both Fiscal and Program Requirements)
<http://hab.hrsa.gov/manageyourgrant/files/universalmonitoringpartab.pdf>

Background:

Atlanta EMA Quality Management Standards

The purpose of the Ryan White Part A quality management standards and measures is to ensure that a uniformity of service exists in the Atlanta Eligible Metropolitan Area (EMA) such that the consumers of a service receive the same quality of service regardless of where the service is rendered. These standards set forth the minimal acceptable levels of quality in service delivery and to provide measurement of the effectiveness of services. EMA Standards of Care may be found on the Ryan White Part A website at www.ryanwhiteatl.org.

Also see PPPN-038 Compliance with Standards.

Service 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.

Policy and Procedure:

1. 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
2. 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
3. Subrecipient is expected to maintain documentation of the following which shall be made available to the recipient and HRSA upon request and during Ryan White Part A site visits:
 - Documentation that medical transportation services are used only to enable an eligible individual to access HIV-related health and support services
 - Documentation that services are provided through one of the following methods:
 - A contract or some other local procurement mechanism with a provider of transportation services
 - A voucher or token system that allows for tracking the distribution of the vouchers or tokens (no direct payments may be made to clients)
 - A system of mileage reimbursement that does not exceed the federal per-mile reimbursement rates
 - A system of volunteer drivers, where insurance and other liability issues are addressed
 - Purchase or lease of organizational vehicles for client transportation, with prior approval form HRSA/HAB for the purchase
 - Documentation of record keeping that tracks both services provided and the purpose of the service (e.g., transportation to/from what type of medical or support service appointment)
 - Maintain program files that document:
 - The level of services/number of trips provided

- The reason for each trip and its relation to accessing health and support services
- Trip origin and destination
- Client eligibility determination
- The cost per trip
- The method used to meet the transportation need
- Documentation showing that provider is meeting stated contract requirements

4. Services will be provided in settings accessible to low-income persons with HIV disease. Recipient shall ensure that the setting is accessible by public transportation or shall provide transportation assistance.

Unit of Service Definition

Medical transportation services			
Subservice Name	Definition	Unit	Funding Sources
Public Transportation	Payment of a one way public transportation (mass transit) trip for purposes of receiving a core medical or support service.	One-way trip	A,B,C,D, Other
Taxi	Payment of a one way taxi trip for purposes of receiving a core medical or support service.	One-way trip	A,B, Other
Gas voucher	Provision of gas voucher for purposes of receiving a core medical or support service.	Voucher	A,B, Other
On demand car service	Payment of a one way trip for purposes of receiving a core medical or support service.	One-way trip	A
Van	Provision of ride in van for purposes of receiving a core medical or support service.	One-way trip	A,B, Other
Uber	Provision of ride in van for purposes of receiving a core medical or support service.	One-way trip	A
Parking	Provision of a parking voucher for purposes of receiving a core medical or support service.	One-way trip	A,C, Other

Approved: June 2016

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