

# Memphis TGA Ryan White Part A & MAI Standards of Care Medical Transportation Services

## PURPOSE

The purpose of the Ryan White Part A Standards of Care is to ensure that uniformity of service exists in the Memphis Transitional Grant Area (TGA) such that the consumers of a service receive the same quality of service regardless of where or by whom the service is provided. Standards will be used as contract requirements, in program monitoring, and in quality management. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

## HRSA SERVICE DEFINITION

Medical Transportation Services enable an eligible individual to access HIV related health and support services, including services needed to maintain the client in HIV medical care, through either direct transportation services or vouchers or tokens.

## MEMPHIS TGA SERVICE DEFINITION

Medical transportation services include conveyance services provided, directly or through voucher, to a client so that he or she may access health care services, dependents (children) of a RW client are also eligible for transportation assistance if they are accompanying the client. In the Memphis TGA, transportation services fund the provision of the following:

- Transportation passes (public transportation passes)
- Agency based transportation services (van, transporter, etc.)
- Taxicab reimbursement (voucher, invoices, etc.)
- Gas Voucher (private transportation) at the rate of .575 a mile.

These services provide access to clients and their caregivers to core medical and support services.

## STANDARDS DEVELOPMENT PROCESS

These standards were developed through extensive background research on standards of care, a review of existing standards from other Ryan White Part A Eligible Metropolitan Areas (EMA) and TGAs, input of transportation service providers, meetings of the Evaluation and Assessment Committee of the Memphis TGA Ryan White Planning Council and meetings with the Ryan White Part A Grantee.

# Memphis TGA Ryan White Part A & MAI Standards of Care Medical Transportation Services

## APPLICATION OF STANDARDS

These standards apply to any agency receiving Part A and/or MAI funds to provide Medical Transportation Services.

Standard	Measure/Method
<b>I. Policies and Procedures</b>	
A. See Universal Standards of care for detailed information.	
B. Agency must be in compliance with all state regulations regarding provision of transportation services including driver's license; appropriate insurance and other liability issues; and/or any other applicable state regulations.	<ul style="list-style-type: none"> <li>• Staff file verification</li> <li>• Documentation of appropriate insurance</li> <li>• Current licensure on file from appropriate city/county/state/federal agency</li> </ul>
<p>C. Agencies may provide medical transportation services to Ryan White clients, the parent or guardian of a Ryan White client under the age of 18, and dependent children under the age of 18 of a Ryan White client as indicated and defined in the specific provider contract:</p> <ul style="list-style-type: none"> <li>• <b>Transportation passes:</b> provides public transportation passes to eligible clients with HIV/AIDS attending core medical and support service appointments.               <ul style="list-style-type: none"> <li>○ Clients receiving an average of five (5) or more Ryan White funded services a month are eligible to receive a monthly bus pass.</li> <li>○ Clients receiving less than an average of five (5) Ryan White funded services a month are able to receive one-day bus passes.</li> </ul> </li> <li>• <b>Agency based transportation services:</b> provides free transportation to and from core medical service and support services for eligible clients with HIV/AIDS in vehicles a) directly operated by the service provider or b) through a subcontract with a provider of transportation services.</li> <li>• <b>Taxicab reimbursement:</b> provides reimbursement for the cost of each qualifying taxicab ride for eligible clients with HIV/AIDS attending core medical and support service appointments. Usage limited to clients not physically capable of using mass transit services, or when transit services are not available. Services should be limited to the last resort,</li> </ul>	<ul style="list-style-type: none"> <li>• Provider contract review</li> <li>• Agency policy on file</li> </ul>

# Memphis TGA Ryan White Part A & MAI Standards of Care Medical Transportation Services

Standard	Measure/Method
<ul style="list-style-type: none"> <li>• <b>Gas Card/ Vouchers:</b> reimbursement based on mileage. May require proof of car or designated driver at the current government rate of .575 a mile.</li> </ul>	
<p>D. Agency has a policy to ensure that Ryan White funds are used as the payer of last resort, and services are provided to consumers who can demonstrate that they have exhausted all other non-Ryan White transportation services. <b>Also to this end, providers are required to assess a consumer's eligibility for discounted transportation, including applying for a disability designation with the Memphis Area Transit Authority.</b></p>	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
<p>E. Any agency providing direct transportation has written procedures developed and implemented to handle emergencies. Each driver will be instructed in how to handle emergencies before commencing service, and will be in-serviced annually. The agency will maintain a copy of each in-service and sign-in roster with names both printed and signed and maintained in each driver's personnel file.</p>	<ul style="list-style-type: none"> <li>• Policy and procedures on file</li> <li>• Staff file verification</li> </ul>
<p>F. Any agency providing direct transportation ensures that children under 16 are not transported without an adult escort. State law regarding height and weight mandates for car seats and/or booster seats for children must be observed. Necessity of a car seat or booster seat should be documented on the Transportation Log by staff when an appointment is scheduled by a client.</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Transportation log verification</li> </ul>
<p>G. Agency must ensure the safety of any vehicles used to transport clients for services. There must be safety standards in place that at a minimum ensure the following:</p> <ul style="list-style-type: none"> <li>• Vehicles are in good repair and equipped for adverse weather conditions.</li> <li>• All vehicles will be equipped with both a fire extinguisher and first aid and CPR kits.</li> <li>• A file will be maintained on each vehicle and shall include but not be limited to: description of vehicle including year, make, model, mileage, as well as general condition and integrity and service records.</li> <li>• Inspections of vehicle should be routine, and documented not less than quarterly.</li> <li>• Seat belts/restraint systems must be operational.</li> <li>• When in place, child car seats must be operational and installed according to</li> </ul>	<ul style="list-style-type: none"> <li>• Site visit observations/ inspections</li> <li>• Review of vehicle file</li> <li>• Review of vehicle inspection logs</li> <li>• Current vehicle State Inspection sticker.</li> <li>• Proof of current automobile liability and personal injury insurance in the amount of at least \$300,000.00</li> <li>• Documentation of satisfactory maintenance on file</li> </ul>

# Memphis TGA Ryan White Part A & MAI Standards of Care Medical Transportation Services

Standard	Measure/Method
<p>specifications.</p> <ul style="list-style-type: none"> <li>• All lights and turn signals must be operational, brakes must be in good working order, tires must be in good condition and air conditioning/heating system must be fully operational.</li> <li>• Vehicles are in compliance with recommended occupational Safety and Health Administration (OSHA) and public health practices for infection control for care of immunologically impaired individuals (i.e. first aid kit with latex gloves and face shield)</li> <li>• Proper regularly scheduled vehicle maintenance at 5,000 mile or recommended intervals must be completed as recommended by vehicle manufacturer</li> </ul>	
<p>H. Agency providing mileage reimbursement transportation services ensures that mileage reimbursed is at a rate no more than the current applicable government rate. An agency may set its own rate as long as it does not exceed the applicable government rate.</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Record review</li> </ul>
<b>II. Program Staff</b>	
<p>A. Agency ensures that all medical transportation services are administered by or coordinated through appropriately trained and supervised staff and/or volunteers.</p>	<ul style="list-style-type: none"> <li>• Staff file verification</li> <li>• Transportation log verification (for agency transportation services)</li> </ul>
<p>B. Agency must ensure that any staff serving as drivers are licensed and insured and provide safe transportation services to all clients. A file should be kept on each staff member who serve as drivers including proof of the following:</p> <ul style="list-style-type: none"> <li>• Valid Tennessee, Mississippi and/or Arkansas State Driver’s Class C License (depending on where clients are being service).</li> <li>• Proof of pre-employment physical examination, and then one at least every two years thereafter</li> <li>• Proof of satisfactory drug screening</li> <li>• Satisfactory completion of State approved safe driving course to be completed on annual basis.</li> <li>• Annual proof from Department of Motor Vehicles of a safe driving record, which shall include history of tickets, DUI/DWI, or other traffic violations.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff file verification</li> </ul>

# Memphis TGA Ryan White Part A & MAI Standards of Care Medical Transportation Services

Standard	Measure/Method
<p>More than three moving violations within the past year will disqualify the driver; any conviction of DUI/DWI or reckless driving will disqualify the driver.</p> <ul style="list-style-type: none"> <li>Participation in annual in-services on emergency procedures e.g. road and client emergencies (collision, vehicle break down, client becoming unconscious)</li> </ul>	
<p>C. Agency must ensure that any staff hired as drivers are subject to at a minimum mandatory pre-employment as well as random and post accident drug screenings to be conducted by a certified, approved laboratory facility.</p>	<ul style="list-style-type: none"> <li>Policy on file</li> <li>Staff file verification</li> </ul>
<b>III. Access to Services</b>	
<p>A. Agency provides transportation services that are in compliance with Americans with Disabilities Act (ADA) requirements, including requirements for non-discriminatory policies and practices, facilities/vehicle access and reasonable accommodations to address communication (i.e. access to a sign language interpreter).</p>	<ul style="list-style-type: none"> <li>Policy and procedures on file</li> <li>Site visit observation of facility/ vehicle accessibility</li> </ul>
<b>IV. Eligibility Determination/Intake/Screening</b>	
<p>A. See Universal Standards of Care for detailed information.</p>	
<p>B. Agency must ensure that clients receiving medical transportation services have been properly screened for qualifying for other transportation resources. If the client qualifies for other funding sources for the particular form of transportation being provided, he or she is deemed ineligible for that service through Part A.</p>	<ul style="list-style-type: none"> <li>Client file verification</li> </ul>
<p>C. Agency must ensure that medical transportation services are provided in the most cost effective manner possible to meet the needs of multiple clients. Therefore, in areas where public transportation is available, a bus pass (one-way or two-way) is the first choice for clients accessing Ryan White Transportation.</p>	<ul style="list-style-type: none"> <li>Client file verification</li> <li>Policy on file</li> </ul>
<p>D. Agency must ensure that non-clients receiving mileage reimbursement are 1) an eligible staff person and or unpaid volunteer of the agency and 2) have proof of the appropriate insurance and other liability issues either personally or through agency coverage.</p>	<ul style="list-style-type: none"> <li>Staff file verification</li> </ul>
<p>E. Agency must ensure that clients who receive taxicab rides through medical</p>	<ul style="list-style-type: none"> <li>Client file verification</li> </ul>

# Memphis TGA Ryan White Part A & MAI Standards of Care Medical Transportation Services

Standard	Measure/Method
transportation services 1) have a medical emergency, physical and/or cognitive limitations, or severely inclement weather which prohibits the use of other transportation sources and/ or 2) no available public transportation or other resource.	
<b>V. Service Coordination/Provision/Referral</b>	
A. Agency must demonstrate coordination with other transportation agencies and services within the TGA, Medicaid Special Transportation Services, and other existing transportation programs to avoid duplication of services.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
B. Agency must have a system in place to ensure that transportation services are utilized appropriately for the intended core medical or support service. This system may include: <ul style="list-style-type: none"> <li>• Documentation that includes the client's name, URN, DOB, Gender, date of service, number of bus/cab vouchers, intended destination/s and date/s, <b>OR</b></li> <li>• Follow-up verification between transportation provider and destination service program confirming use of eligible service(s) <b>OR</b></li> <li>• Client provides proof of service documenting use of eligible services at destination agency on the date of transportation <b>OR</b></li> <li>• Scheduling of transportation services by receiving agency's case manager or transportation coordinator</li> <li>• <u>In order to mitigate Agency exposure to clients who may fail to follow through with documenting the intended use of the transportation voucher, the agency is allowed to provide, and be reimbursed for, one voucher per client per year without documentation of the intended use of the voucher.</u></li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of confirmation from destination agency in agency/client file.</li> <li>• Client's original receipt from destination agency in agency/client file.</li> <li>• Documentation in Case Manager's progress notes.</li> <li>• Documentation in agency/client file of the one (1) allowable one-way trip per year without proof of service documentation</li> </ul>
<b>VI. Client Right and Responsibilities</b>	
A. See Universal Standards of Care for detailed information	