

Medical Transportation Services

Approved: April 2008

Medical Transportation Services include conveyance services provided, directly or through voucher, to a client so that he or she may access health care services.

Funding for **Medical Transportation Services** that 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

May be provided through:

- Contracts with providers of transportation services
- Voucher or token systems
- Use of volunteer drivers (through programs with insurance and other liability issues specifically addressed)
- Purchase or lease of organizational vehicles for client transportation programs, provided the grantee receives prior approval for the purchase of a vehicle

Goals

- Provide public transportation for clients to access HRSA-defined core and support services (primary medical care, oral health services, substance abuse services, mental health services, medical nutritional therapy, and medical case management).
- Provide taxi services for clients who do not have access to other means of transportation ~~and are incapable of taking public transportation to these same services or if taking public transportation imposes an unreasonable barrier to client's access to services or if services are more than 30 miles from client's residence.~~

Desired Outcome

Provide access to primary medical care and support services for eligible clients.

80% of eligible clients self-report decreased barriers to primary medical care due to availability of transportation services.

Client Level Standards

- **STANDARD:** Client eligibility for taxi utilization will be determined using the criteria that no other means of transportation are available and ~~the client is incapable of taking public~~

transportation, or if taking public transportation imposes an unreasonable barrier to client's access to services or if services are more than 30 miles from client's residence.

MEASURE: Client will be determined incapable of taking public transportation by chart documentation of the barrier to care, which may include one of the following:

- Lack of availability of personal or public transport
- Traveling with children
- Safety reasons
- Extreme weather
- Documented health issues

Vendor Level Standards

STANDARD: Transportation requests are authorized and/or coordinated by Case Management and Transportation Coordinator.

MEASURE: ~~Case manager~~Transportation Coordinator documents the authorization of access to transportation.

MEASURE: Response to a request for transportation will be documented and completed within 3 business days of client's request.

MEASURE: ~~Case management~~Transportation Coordinator will maintain a Taxi Log indicating the time/date requested by the client, the cab company that provided service, the destination, and the time/date service was provided.

MEASURE: ~~Case management~~Transportation Coordinator will maintain a Bus Pass Log of all bus passes sold and includes client signature.

STANDARD: Contracted vendors for transportation provide timely services and respect clients' individual needs.

MEASURE: Clients' complaints are documented concerning on-time performance and customer service concerns.

MEASURE: Follow-up is documented by the service provider and the vendor.

STANDARD: Transportation service agency maintains policies and procedures.

MEASURE: Policies are available on site and must include:

- The point of origin and return for transportation services must be within Maricopa or Pinal County
- Availability of transportation during after hours and weekends
- Contracted taxi companies serve individuals with disabilities
- Taxi drivers maintain a valid Arizona driver's license
- Transportation agencies are licensed for commercial transportation
- Transportation agencies maintain state-required insurance