

HIV Health Services Planning Council Sacramento TGA

Policy and Procedure Manual

Subject: Medical Transportation Services

No.: SSC 11

Date Effective: 7/23/03

Date Revised: 4/28/10

Date Reviewed: 5/5/10

As directed by the HIV Health Services Planning Council priorities, when funded, the following service standards will apply to Ryan White contracted service providers.

1. Ryan White Part A and SAM (formerly known as Part B) funding is to be used for HIV/AIDS medical services and for psycho-social and support services which significantly improve access and adherence to such medical services. As such, any medical transportation services which are provided by agencies which receive Ryan White Part A and SAM funding ("RW Agencies") shall be related to healthcare or other critical needs.
2. Ryan White Part A and Sam funding is to be expended in a cost effective, equitable manner which is based upon verified client need and encourages self-empowerment of clients. Medical Transportation services which are paid for with Ryan White Part A and Sam funds shall be administered through medical case management services which are provided in accordance with the allocation priorities and directives which are adopted by the Sacramento TGA HIV Health Services Planning Council ("HIV Planning Council"), or through an alternative assessment process administered by a RW Agency.
3. In accordance with the above:
 - A. Ryan White medical transportation funds shall be prioritized by purpose:
 - (1) medical appointments
 - (2) alternative healthcare appointments
 - (3) other critical needs as related to medical care needs, i.e., taking a client to an SSI appointment to maintain medical benefits
 - B. Ryan White medical transportation funds shall further be prioritized by means of transport:
 - (1) family, friends and other sources of transport for which the RW Agency does not incur any direct cost.
 - (2) public transit (to include Para-Transit)
 - (3) volunteer services
 - (4) taxi service

C. Taxi services shall only be used if:

- The client is experiencing a health condition which is incompatible with public transit AND
- other means of transportation are emergently not available for a scheduled appointment with a provider of healthcare or supportive services, OR
- The client is experiencing a time-related, unavoidable emergency, OR
- The client requires an escort for transportation to an emergency room or residential detoxification facility.

D. Agency Staff/Volunteer Licensure and Liability:

- **Licensure:** All agency staff, contractors, consultants, and volunteers who provide transportation, shall be properly licensed by the State of California.
- **Insurance:** All agency staff, contractors, consultants, and volunteers who provide transportation shall use registered and insured vehicles.
- **Liability:** Volunteers who transport clients are informed of their responsibilities and obligations in the event of an accident, including the extent of their liability.
- Signed and dated confirmation form on file with provider.

4. RW Agencies which provide Medical Case Management services shall develop and adhere to budgets for medical transportation services which reflect the principles referred to above. In addition, if available funding levels are anticipated to be less than the total need, agencies shall ensure that funds are distributed among the maximum possible number of clients who rely on RW funded transportation services for critical needs. Agencies shall assure that no client receives any RW funded services unless such client is found to be eligible for services under such Eligibility Standards as may be adopted by the Planning Council.

5. Medical Case Managers at RW Agencies may at any time submit to the RW Fiscal Agent requests for interpretation of these or any other Services Standards adopted by the HIV Health Services Planning Council, based on the unique medical needs of a client or on unique barriers to accessing medical care which may be experienced by a client.

6. RW Agencies shall provide a means by which Medical Case Managers can obtain in-servicing and on-call advice related to interpreting client medical needs.

7. Clients shall have the right to request a review of any service denials under this or any other Services Standards adopted by the HIV Health Services Planning Council. The most recent review / grievance policies and procedures for the RW Agency shall be made available to each client upon intake. Such policies and procedures shall include an explanation of the criteria and process for accessing the Planning Council's Client Advocacy Program.

Adopted: Kane Ortega
Kane Ortega, Chair

Date: May 5, 2010