

TITLE: Medical Transportation Service Standards PROGRAM: Ryan White Part B SECTION: SUPPORT Services	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Reviewed	DATE: 8/6/19
Executive Sponsor: Utah Department of Health Policy Owner: RWB Client Services Coordinator Approved by: RWB Client Services Manager	ORIGINATION DATE: April 2012	

SERVICE CATEGORY DEFINITION

Medical Transportation is the provision of nonemergency transportation that enables an eligible client to access or be retained in core medical and support services.

Standard	Measure
Key Service Components and Activities	
SVM is contracted to provide gas vouchers per orders received	Receipt of Gas Vouchers
Gas vouchers are available at the current Medicaid rate for clients living at least 30 miles away from core medical or support services appointment	Partner Voucher Log
Public transportation voucher day passes are available for clients needing to access core medical or support services appointment	Partner Voucher Log
Taxi cab vouchers are available for clients to access core medical or support services appointment if deemed necessary by case management agency	<ul style="list-style-type: none"> • Partner Voucher Log • Taxi Cab Receipt
Assessment and Service Plan	
Medical team conducts an assessment for medical transportation needs that includes: <ul style="list-style-type: none"> • Client's one-way mileage and type of transportation voucher needed • Type of appointment for which medical transportation voucher was used 	<ul style="list-style-type: none"> • Documentation of referral in client's file • Partner Voucher Log
Contractor will provide customer support in English and Spanish	Contractor website and toll-free number
Privacy and Confidentiality	
All voucher logs will be sent to program through a secure, encrypted services	Receipt of Gas Voucher Log
See Universal Standards	
<ul style="list-style-type: none"> • Case Closure • Client Rights and Responsibilities • Cultural and Linguistic Competency • Grievance Process • Intake and Eligibility • Personnel Qualifications • Recertification Requirements • Transition and Discharge 	

RESOURCES

1. HRSA RW Program Services PCN 16-02

https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Review/Revise Date	Title of reviewer	Change Description or Location
7/23/2019	Clinical Quality Coordinator	Formatting, added origination date
Approval Group		Date Reviewed
UDOH RWB Clinical Quality Coordinator: Vinnie Watkins		7/23/2019
UDOH RWB Case Management Coordinator: Seyha Ros		7/31/2019
UDOH RWB Client Services Coordinator: Allison Allred		7/31/2019
UDOH RWB Policy and Eligibility Manager: Brianne Glenn		8/5/2019
UDOH RWB Client Services Manager: Tyler Fisher		8/6/2019
UDOH RWB Prevention Treatment & Care Manager: Amelia Self		8/7/2019