SERVICE STANDARDS FOR MEDICAL TRANSPORTATION					
Origination Date: March 10, 2016					
Reviewed/approved by the Continuum of Care Committee	May 11, 2023				
Approved by the Planning Council	June 21, 2023				

In addition to the Universal Standards, you are also expected to follow the following guidelines.

I. GOAL
The goal of this service is to provide transportation to medical and social service appointments as well as to eligible primary medical Part A services under the Ryan White Program funding to assist PLWHA in the Newark EMA to be retained in care and in compliance with the Medical treatment plan.

II. DESCRIPTION [HRSA PCN 16-02 Rev. 10/22/2018]
Medical Transportation is the provision of non emergency transportation that enables an eligible client to access or be retained in core medical and support services.

III. KEY SERVICE COMPONENTS AND ACTIVITIES
Medical Transportation is a supportive service under the Ryan White Program. As Ryan White is the payer of last resort, if the client has access to another transportation service under another payer (Medicaid) they must receive a denial from another provider before the Ryan White funded provider can provide services.

IV. SERVICE LIMITATIONS/REQUIREMENTS
The following guidance was obtained from the City of Newark's 2021 RFP and the Program Guidance from [HIV/AIDS BUREAU POLICY 16-02 Rev. 10/22/2018].

Funds may not be used for social/recreational activities.

Services must be provided through one of the following methods:
- '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
- Purchase or lease of organizational vehicles for client transportation programs, provided the recipient provides 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

Costs for transportation for medical providers to provide care should be categorized under the service category for the service being provided.

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.' [**HIV/AIDS BUREAU POLICY 16-02 Rev. 10/22/2018**]

V. **ASSESSMENT AND SERVICE PLAN**
   A. <u>**Intake & Initial Assessment**</u> – Prior to receiving medical transportation services, clients will meet with a case manager who will collect demographic information, determine eligibility to the program, and an initial assessment of the client needs.
   B. <u>**Development and implementation of an individualized Service Plan**</u> will include the need for medical transportation to enable the client to remain in care and in compliance with the medical plan of care
      a. Determine the need for transportation services to ensure a patient is in compliance with their medical plan of care including all primary care need appointments (i.e., pap screen, mammogram, colonoscopy, etc.).
      b. Agency expectations of clients, including the circumstances under which client services will be terminated

VI. **ENGAGEMENT AND RETENTION OF CLIENTS**
   Refer to the Universal Service Standard.

VII. **STAFF QUALIFICATIONS AND TRAINING**
   - Valid NJ Division of Motor Vehicle driver's license appropriate to the vehicle
   - HIV experience/training preferred
   - Obtain and review periodically driving abstract report from NJ Division of Motor Vehicle
   - Agency will provide new hires with training regarding confidentiality, client rights and the agency's grievance procedure.
   - Annual staff evaluation/review

Newark EMA Service Standards – Medical Transportation
Approved by the Continuum of Care Committee 03/11/21, Approved by Planning Council 05/19/21

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