

MEDICAL TRANSPORTATION

Norfolk Transitional Grant Area

Grant Year 2020/21



Service Category Definition – Medical Transportation Services

(HIV/AIDS Bureau Policy Clarification Notice #16-02, Revised 10/22/2018)

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

Medical Transportation may be provided through:

- Contracts with providers of transportation services, including Uber & Lyft
- 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 receives 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



The objectives of the Standards of Care for Oral Health Services are to ensure that:

- Services are available to all eligible consumers
- Referrals for other services are based on appropriateness
- Oral Health services are recognized as essential “core services” in the TGA

Personnel Qualifications

Medical Transportation services will be provided by staff who meet the minimum requirements and qualifications listed in this section.

- Have a Virginia driver’s licenses for the type of vehicle driven as well as levels of liability insurance required by state law and funding sources; **AND**
- Drivers must have verified driving records, receive a drug screen and background check; **AND**
- A signed statement from the drivers agreeing to safe driving practices is on file. This statement is to include the consequences of violating the agreement.
- All Medical Transportation Services Staff will have at least one (1) hour of cultural diversity training a year.

Subrecipient Responsibility

- Maintain program files that document: The level of services/number of trips provided
- The reason for each trip and its relation to accessing health and support services
- Trip origin and destination
- Client eligibility determination
- The cost per trip
- The method used to meet the transportation need

Maintain documentation showing that the provider is meeting stated contract requirements with regard to methods of providing transportation:

- Reimbursement methods do not involve cash payments to service recipients

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- Mileage reimbursement does not exceed the federal reimbursement rate
- Use of volunteer drivers appropriately addresses insurance and other liability issues

Collection and maintenance of data documenting that funds are used only for transportation designed to help eligible individuals remain in medical care by enabling them to access medical and support services

Obtain Grantee approval prior to purchasing or leasing a vehicle(s)

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Norfolk TGA Care Continuum Performance Measures

HRSA/HAB Performance Measure: HIV Viral Load Suppression (NQF#: 2082)				
Performance Measure	Numerator	Denominator	Exclusions	Goal
Percentage of medical transportation patients who have a HIV viral load less than 200 copies/mL at last HIV viral load test during the measurement year.	The number of medical transportation patients with a viral load <200 copies/mL at last test during the 12-month measurement period.	All Patients with at least one medical transportation visit during the 12-month measurement period.	None	85%