

MEDICAL TRANSPORTATION

HRSA Description (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.

HRSA Program Guidance

Medical transportation may be provided through:

- 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 (Federal Joint Travel Regulations provide further guidance on this subject)
- 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

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

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Qualifications

| Competencies, Knowledge, and Skills | Evaluation/Documentation |
|---|---|
| <p>All agencies must:</p> <ul style="list-style-type: none"> • Maintain program files that document: <ul style="list-style-type: none"> ○ The type of services/number of trips provided ○ The reason for each trip and its relation to accessing health and support services ○ Trip origin and destination ○ The cost per trip ○ Mode of transportation used | <p>Information must be available upon request.</p> |
| Requirements for Agency Drivers | |
| <p>All drivers must have:</p> <ul style="list-style-type: none"> • Current driver's license for the type of vehicle driven; • Liability insurance; • Drug screen; and • Criminal background check | <p>Information must be available upon request.</p> |
| Requirements for Agency Vehicles | |
| <p>The agency must maintain:</p> <ul style="list-style-type: none"> • Routine maintenance records and other repair information; • Documentation of current insurance coverage; Current vehicle license and inspection information; and • A log/form for collection of mileage is maintained by the driver(s). | <p>Information must be available upon request.</p> |
| Requirements for Voucher Programs | |
| <p>Procedures are in place to account for the purchase, use and distribution of vouchers and bus passes.</p> <p>A security system is in place for storage of, and access to, vouchers, bus passes and fees collected.</p> | <p>Agency policies and procedures are available upon request.</p> <p>Distribution logs, client records, and financial documentation are available upon request.</p> |