



# Medical Transportation Services Service Standard

Texas Department of State Health Services, HIV Care Services Group — [HIV/STD Program | Texas DSHS](#)

Subcategories	Service Units
Medical Transportation Services	Per one-way trip

## Health Resources & Services Administration (HRSA)

### Description:

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

### Program Guidance:

Agencies may provide MT through the following:

- Contracts with providers of transportation services, including ride-share service providers.
- Mileage reimbursement (non-cash system) that enables clients to travel to needed medical or other support services, but should not exceed the established rates for federal programs (see [Federal Joint Travel Regulations](#)).
- Purchase or lease of organizational vehicles for client transportation programs, if the funder has given prior approval for the purchase of a vehicle
- Voucher or token systems

### Limitations:

Agencies cannot use MT to transport a client in need of emergency medical care. 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.

### **Services:**

Services include transportation to public and private outpatient medical care and services, case management, substance abuse, and mental health services, pharmacies, and other services essential to client well-being.

### **Universal Standards:**

Services providers for Medical Transportation Services must follow [HRSA and DSHS Universal Standards](#) 1-46 and 167-171.

## Service Standards and Measures:

The following standards and measures are guides to improving health outcomes for persons living with HIV throughout the State of Texas within the Ryan White Part B and State Services Program.

Standard	Measure
<p><b>Client Education of Services Available and Limitations:</b> Agencies provide clients with information on transportation services and instructions on how to access the services.</p> <p>General transportation service hours should correspond with the business hours of local core medical and support services that the clients access.</p> <p>Clients must be able to confirm their transportation arrangements to core or support service appointments at least two business days in advance for MT services offered via organizational vehicle or ride share. This does not apply to transportation solutions relying on fare media (e.g., bus passes, bus tokens, taxi vouchers) or mileage reimbursement.</p> <p>The agency provides clients with information on transportation limitations, clients’ responsibilities for accessing transportation, and the agency’s responsibilities for providing transportation.</p>	<p>1. Percentage of clients with documentation of education provided regarding the services available and any limitations of services.</p>
<p><b>Client Signed Statement:</b> The client must sign a statement consenting to transportation services and agreeing to safe and proper conduct in any vehicle, unless the client is only receiving mileage reimbursement services. This statement is to include the consequences of violating</p>	<p>2. Percentage of clients with documentation of a signed statement agreeing to safe and proper conduct, unless the client is receiving mileage reimbursement only.</p>

<p>the agreement such as removal, suspension, or termination of transportation services.</p>	
<p><b>Provision of Services:</b> Agencies will maintain program files that document: the level of services and number of trips provided, the reason for each trip and its relation to accessing health and support services, and the trip origin and destination.</p>	<p>3. Percentage of clients with documentation that transportation services are used for transport to health and support services essential to their well-being. (Pilot Measure)</p> <p>4. Percentage of clients with documentation of the following: (Pilot Measure)</p> <p>4a: Date and time of service</p> <p>4b: Type of service</p> <p>4c: Reason for transport</p> <p>4d: Origin and destination</p> <p>4e: Client "no show" as applicable</p>
<p><b>Driver's License and Insurance:</b> Organization and volunteer drivers must have a valid Texas driver's license. The contractor must ensure that each driver has or is covered by automobile liability insurance for the vehicle operated as required by the State of Texas and that all vehicles have a current <a href="#">State of Texas vehicle registration</a>.</p>	<p>5. Percentage of organization and volunteer drivers with documentation of agency validation, or a copy, or picture of the following requirements as applicable: (Pilot Measure)</p> <p>5a: Valid Texas driver's license</p> <p>5b: Current liability insurance for the vehicle used</p> <p>5c: Current Texas vehicle registration</p>

## References:

American with Disabilities Act (ADA) located at [The Americans with Disabilities Act | ADA.gov](#)

Division of Metropolitan HIV/AIDS Programs, HIV/AIDS Bureau (HAB). [Ryan White HIV/AIDS Program \(RWHAP\) National Monitoring Standards for RWHAP Part A Recipients](#). Health Resources and Services Administration, June 2023.

Division of State HIV/AIDS Programs, HIV/AIDS Bureau (HAB). [Ryan White HIV/AIDS Program \(RWHAP\) National Monitoring Standards for RWHAP Part B Recipients](#). Health Resources and Services Administration, June 2023.

Ryan White HIV/AIDS Program. [Policy Notice 16-02: Eligible Individuals & Allowable Uses of Funds](#). Health Resources & Services Administration, 22 Oct. 2018.

State of Texas Transportation Code Title 7, Subtitle C, Chapter 545. Operation and movement of Vehicles, located at: [statutes.capitol.texas.gov/Docs/TN/htm/TN.545.htm](http://statutes.capitol.texas.gov/Docs/TN/htm/TN.545.htm)