

Columbus Ohio Transitional Grant Area Medical Transportation Service Standards

Application of Service Standards:

The service standards outlined below apply to any agency receiving Ryan White Part A funding to provide Medical Transportation within the Columbus TGA.

Service Category Definition:

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

Client Eligibility Requirements:

Ryan White Part A funded services are available to any individual who meets the following guidelines:

- Diagnosis of HIV/AIDS;
- Resides within the Columbus TGA (Delaware, Fairfield, Franklin, Licking, Madison, Morrow, Pickaway, or Union county); and
- Low-income as defined as less than 500% of federal poverty level (FPL).

Eligible clients may have health insurance through public and private sources. Ryan White services are available to meet unmet medical and support service needs, as payer of last resort.

Forms:

All agencies receiving Ryan White Part A funding to provide Medical Transportation are required to utilize standardized forms provided by Columbus Public Health:

- RWA Bus Pass/Gas Card Request Form
- RWA Transportation Assistance Form

	Standard	Measure
1.0	Agency Policies	
1.1	Privacy and Confidentiality: Ryan White Part A-funded agencies have a structure in place to allow for the sharing and/or exchanging of client information in a confidential manner and complies with the Health Insurance Portability and Accountability Act (HIPAA)	Policy on protecting client information on file with the agency
1.2	Data Collection: Ryan White Part A-funded agencies have procedures in place to assure the timely submission of data into CAREWare or the transportation log	Agencies report mandated individual client level data for each Ryan White Part A eligible visit/contact in CAREWare or the transportation log by the 15 th of the following month
1.3	Grievance: Ryan White Part A-funded agencies have an established system for grievances about the operation of the service program	Policy on grievance procedures on file with the agency
1.4	File Retention: Ryan White Part A-funded agencies will assure active and inactive client files will be maintained in a locked location	Policy on retention procedures on file with the agency
2.0	Client Eligibility	
2.1	Eligibility Verification: Documentation of client' eligibility information being properly reviewed and documented per the Columbus TGA eligibility policy and indication that the client is approved to access Columbus Ryan White Part A services documented by Ryan White Medical Case Manager, Non-Medical Case Manager-Support, or Linkage to Care Coordinator	Completed Ryan White Part A Eligibility Form in client file along with supporting documentation of HIV status, residency, income, and insurance OR completed Ryan White Part A: <ul style="list-style-type: none"> • Housing Referral Form • Patient Approval Form • Referral for Mental Health Services Form • Referral for Food Bank/Home Delivered Meals in client file
2.2	Payer of Last Resort: Ryan White Part A-funded agencies will make reasonable efforts to identify and secure other funding sources outside of Ryan White funds whenever possible	Documentation of efforts to secure other funding sources in client file
3.0	Client Rights and Privacy	
3.1	Privacy and Confidentiality: Clients will be informed of the Ryan White Part A-funded agency's privacy and confidentiality policies	Documentation in client file
3.2	Grievance: Clients will be informed of the Ryan White Part A-funded agency's grievance policy including information about submitting unresolved grievances related to Ryan White Part A grant-supported services to 614.645.2273 (CARE)	Documentation in client file
4.0	Assessment and Service Provision	
4.1	Request for Bus Passes/Gas Cards: Ryan White Part A funded agencies, who are unable to access bus passes and gas cards from Ryan White Part B or Part C, will request, from Columbus Public Health, bus passes and gas cards to distribute to eligible clients	Completed Ryan White Part A Bus Pass/Gas Card Request Form on file with the agency
4.2	Assessment of Need for Medical Transportation: Eligible clients will be interviewed by Ryan White Part A-funded personnel to determine need for transportation services to access core medical and support services, including travel between funded providers and transportation assistance to government agencies or medical facilities required by any of the service's eligibility requirements	Documentation in client file

	Standard	Measure
4.0	Assessment and Service Provision, continued	
4.3	Service Delivery: Eligible clients will receive medical transportation in the form of bus passes or gas cards (no cash payments will be provided) based upon the type of service the client will access and distance between the originating address and destination address	Completed Ryan White Part A Transportation Assistance Form in client file

SIGNATURES

I have reviewed this document and endorse it as the Medical Transportation Service Standards for the Columbus TGA:

Not appointed at this time

Name

Planning Council Chair

____/____/____
Date



Lynn Kidd

Planning Council Chair

4/26/19
Date



Terence Theis

Planning Council Chair

04/23/19
Date



Sean Hubert

Ryan White Director

4/23/19
Date