



Maricopa County
Ryan White Part A Program Policies and Procedures

Medical Transportation Services

PURPOSE:

To guide the administration of Ryan White Part A (RWPA) Program's **Medical Transportation Services** (a support service under the Ryan White HIV/AIDS Treatment Extension Act of 2009). The administration of funds must be consistent with RWPA client eligibility criteria and the service category definitions established by the Phoenix EMA RWPA Planning Council.

DEFINITIONS:

Funding for Medical Transportation Services that enable an eligible individual to access HIV-related health and support services, including services needed to maintain the client in HIV medical care, through either direct transportation services or vouchers or tokens.

POLICIES:

- The funds are NOT intended as unlimited transportation services. Funds are to assist with providing transportation to and from the Ryan White Part A-defined core and support services, and must be documented in the client chart.
- Transportation services may be provided through contracts with subrecipients of transportation services and/or voucher or token systems
- Clients who have access to their own private transportation must use this if/when available, before accessing Ryan White Part A Medical Transportation services.
- If a client has AHCCCS (Arizona Health Care Cost Containment System) or ALTCS (Arizona Long Term Care System), they must attempt to obtain transportation for medical appointments through these agencies first before accessing Ryan White Part A Medical Transportation services.
- Reimbursement methods do not involve cash payment to clients.
- All direct service subrecipients must meet the Phoenix EMA Planning Council Standards of Care.
- For contracts who fund salaries, the program should document at least 50% of allocated staff time with billed client units. Costs per client and costs per units should be reasonable when compared to EMA annual averages.

CLIENT CHARTING:

All paper chart documents must be original documentation and contain original dates and signatures of contract budgeted staff providing services i.e. assessments, treatment plans, and progress notes. All Electronic Medical Records must include authenticated,



Maricopa County
Ryan White Part A Program Policies and Procedures

Medical Transportation Services

dated electronic signatures. The AA will only review documentation which is authenticated original documentation, and will not accept copies of assessments, treatment plans, or progress notes as acceptable documentation of services provided. Any records that do not include authenticated signatures of budgeted contract staff providing services will be considered unallowable units, and will not be reimbursed.

Units billed must be noted in chart as required and include the duration of the encounter (start/stop times and/or total minutes/hours spent with client).

All communications made on behalf of the client are to be documented in the client chart and must include a date, time, person(s) spoken with and brief summary of what was communicated in adherence with the client charting definition.

The transportation subrecipient is responsible for calculating and documenting the cost of bus passes and taxi trips billed to Ryan White Part A.

The transportation subrecipient is responsible for verifying and documenting client's upcoming and past core and supportive services during the timeframe in which bus passes will be/was used.



Maricopa County
Ryan White Part A Program Policies and Procedures

Medical Transportation Services

ELIGIBLE COSTS AND SERVICES:

Unit categories may include:

Time Units: Reflect the amount of direct service time.

Service Units: Reflect completion of a particular service related activity such as a case finding.

Product Units: Reflect the provision of a product/widget which has an identified cost.

Line Item Units: Reflect expenses identified in the budget such as salaries and fringe benefits. Must align with agency's approved budget and support documents submitted during billing.

Unit Information			CAREWare Data Entry Components			
Unit Category	Unit Name	Unit Description	Client Name	Date	Unit Measure	Price
Time Unit	Trans Coordination	Transportation (Trans) Coordination units reflect time spent arranging transportation.	Entered into CAREWare under actual client name. ROI must be on file.	Date coordination was conducted (May NOT be same day as travel)	1 unit = 15 minutes	\$0
Product Unit	Taxi	Reflects taxi ride within Maricopa County.	Entered into CAREWare under actual client name. ROI must be on file.	Date service was delivered	1 unit = 1 way ride in taxi	Actual cost



Maricopa County
Ryan White Part A Program Policies and Procedures

Medical Transportation Services

Unit Information			CAREWare Data Entry Components			
Unit Category	Unit Name	Unit Description	Client Name	Date	Unit Measure	Price
Product Unit	DTMS – Pinal Taxi	Reflects taxi ride within Pinal County.	Entered into CAREWare under actual client name. ROI must be on file.	Date service was delivered	1 unit = 1 way ride in taxi	Actual cost
Product Unit	10 Full Fare Bus Passes	Full 10 All Day Bus Pass units reflect a packet of 10 all day bus passes.	Entered into CAREWare under actual client name. ROI must be on file. Limited to one (1) packet of 10 (ten) daily bus passes per client every 28 days	Date service was delivered	1 unit = 1 packet of 10 day bus passes	Actual cost (pre-entered in CAREWare by Part A Office)
Product Unit	10 Reduced Fare Bus Passes	Reduced 10 All Day Bus Pass units reflect a packet of 10 all day bus passes for clients who are eligible for reduced rates.	Entered into CAREWare under actual client name. ROI must be on file. Limited to one (1) packet of 10 (ten) daily bus passes per client every 28 days	Date service was delivered	1 unit = 1 packet of 10 day bus passes	Actual cost (pre-entered in CAREWare by Part A Office)



Maricopa County
Ryan White Part A Program Policies and Procedures

Medical Transportation Services

Unit Information			CAREWare Data Entry Components			
Unit Category	Unit Name	Unit Description	Client Name	Date	Unit Measure	Price
Product Unit	Reduced Fare ID Fee	Reduced Fare ID Fee reflects a transportation pass which is used for getting an ID picture taken for approved, eligible clients.	Entered into CAREWare under actual client name. ROI must be on file.	Date service was delivered	1 unit = 1 fare	Actual cost (pre-entered in CAREWare by Part A Office)
Line Item Unit	TS - 01... through TS - 09...	Corresponding transportation service (TS) units are named TS – O1 Salaries, TS – 02 Fringe benefits and so on. May only be billed if line item is in approved budget and support documents confirm identified expense.	AAA Administrative, Admin	Last day of the month	1 unit = 1 unit per month	Actual Cost