

## **MEDICAL TRANSPORTATION STANDARDS OF CARE**

### **HRSA DEFINITION**

Medical Transportation is the provision of nonemergency transportation services 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.
- 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.

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, and insurance, license, or registration fees.

### **STANDARD OF CARE**

#### Hiring Standards

- All program staff should meet Texas Department of State Health Services (DSHS) Standards of Care requirements for staff qualifications.

#### Training Standards

- All program staff should abide by the Texas Department of State Health Services (DSHS) Standards of Care requirements for training.

#### Job Performance Standards

- All program staff should abide by the DSHS Standards of Care requirements for job performance.

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- Attempt to respond to requests for transportation services by the following business day after the request is made.
- The agency needs to have a process to evaluate and prioritize transportation needs using guidance from the current service category prioritizations as determined by the Planning Council, and meet them with the most appropriate and cost-efficient mode of transportation.

Reporting

- All program staff should abide by the Texas Department of State Health Services Standards of Care requirements for reporting.