

**HIV HEALTH & HUMAN SERVICES PLANNING COUNCIL OF NEW YORK**  
**Medical Transportation Services Directive - Tri-County**  
**Approved by the HIV Planning Council 1/28/16**

<b>Service Category Goals<sup>1</sup></b>	<b>2012-2015 Comprehensive Strategic Plan<sup>2</sup> Objectives</b>	<b>Program Directive &amp; Service Model</b>	<b>Client and Agency Eligibility</b>
<p>1) To increase accessibility to medical and support services for PLWHA across the Tri-County<sup>3</sup> region.</p> <p>2) To ensure that PLWHA receive timely services that support maintenance in care and ART adherence to promote positive health outcomes.</p> <p>3) To ensure that PLWHA, clinicians, case managers, and other health care professionals are aware of available RWPA transportation services when other transport services are not</p>	<p>Objective 3a: To increase retention in HIV care and treatment.</p> <p>Objective 3b: To increase the proportion of clients who have an optimal level of ART adherence.</p> <p>Objective 3c: To increase viral suppression.</p> <p>Objective 3d: To improve immunological health.</p> <p>Objective 3e: To decrease reliance on acute care.</p> <p>Objective 4c: To reduce (and then maintain below significance) socio-</p>	<p><b>Services shall include, but are not limited to the following:</b></p> <ul style="list-style-type: none"> <li>• Transportation may only be provided to receive types of services that are eligible for federal funding under RWPA as listed in the HRSA monitoring standards; rides to social/recreational activities or to do banking, grocery shopping, and other errands cannot be provided.</li> <li>• As the payer of last resort, RWPA rides to medical visits, pharmacies and supportive services appointments may only be provided for PLWHA who have no other viable means of transportation available; Medicaid transport, public transportation services and all other means of transport options must be ruled out before RWPA rides are accessed.</li> </ul>	<p><b>Client Eligibility Criteria:</b></p> <ul style="list-style-type: none"> <li>• All HIV-positive individuals who meet the baseline eligibility criteria for Ryan White Services in the New York Eligible Metropolitan Area can receive care.</li> <li>• Active substance use and/or criminal conviction history does not preclude client eligibility for and maintenance in services.</li> <li>• PLWHA with no other viable options for attending medical and supportive services appointments.</li> </ul> <p><b>Agency Eligibility Criteria:</b></p> <ul style="list-style-type: none"> <li>• Non-profit community-based organizations with experience serving PLWHA.</li> <li>• The program must be able to address, either directly or through referral, the needs of clients with physical,</li> </ul>

<sup>1</sup> HRSA/HAB Division of Metropolitan HIV/AIDS Programs. Program Monitoring Standards – Part A. December 2013: “**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.”

<sup>2</sup> Available: <http://www.nyhiv.com/pdfs/Comprehensive%20Plan%20Final%205-21-12.pdf>. Accessed 2/28/14.

<sup>3</sup> Tri-County refers to the part of the New York Eligible Metropolitan Area (NY EMA) located north of New York City which includes the three counties of Putnam, Rockland, and Westchester.

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<p>an option.</p>	<p>demographic differences in retention in primary medical care.</p> <p>Objective 4d: To reduce (and then maintain below significance) socio-demographic differences in viral suppression.</p>	<ul style="list-style-type: none"> <li>• RWPA transportation may only be provided between points within the NY EMA; Metro North Train tickets, bus vouchers and/or taxi rides, between the Tri-County region and NYC should be considered on a case-by-case basis taking into account why the ride is necessary and its cost.</li> </ul> <p><b>Service Model:</b></p> <ul style="list-style-type: none"> <li>• Requests for Metrocards, Metro North Train tickets, bus vouchers and taxi services may only be made by a case manager or other care managing provider which has screened and certified the client for eligibility; PLWHA cannot book their own rides.</li> <li>• A single unified, Tri-County-wide program should be established that provides for maximum transportation coverage, first promoting public transportation, then car (or van for the wheel-chair bound) service; the program should employ taxi/van companies transporting PLWHA within and across county lines.</li> </ul>	<p>behavioral, psychosocial, or sensory impairments.</p> <ul style="list-style-type: none"> <li>• Organizations must have policies and procedures to follow up and resolve client-vendor disputes.</li> <li>• Program staff and taxi/van drivers, should be culturally/linguistically competent and respect the rider's confidentiality.</li> <li>• Funded agencies providing services to Tri-County residents must have service sites geographically located within Tri-County, accessible to, and able to service clients from throughout the entire NY EMA.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Transportation services should be available at off hours, i.e., before or after business hours or on weekends if those are the only times a medical or supportive service appointment is available.</li> <li>• PLWHA able to take public transportation must be provided Metrocards, where applicable, bus and other transportation vouchers.</li> <li>• The program shall develop a system to distribute and track vouchers used to purchase gas, pay for bridge/tunnel tolls and parking when private vehicles are used by PLWHA to enable them to receive HIV-related health and support services. Gas, bridge/tunnel tolls, or parking vouchers may not be used for rides to social/recreational activities or to do banking, grocery shopping, and other errands.</li> </ul> <p>Transportation services should be provided to an accompanying caregiver, home health aide, children (or parents/guardians if the client is a child), and other collaterals, as necessary.</p>	