



Medical Transportation Services Service Standard

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

Subcategories	Service Units
Medical Transportation Services	Per one-way trip

Health Resources and Services Administration (HRSA) Description:

Medical Transportation (MT) is the provision of nonemergency transportation services that enable an eligible client to access 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.
- Voucher or token systems that allow for tracking the distribution of the vouchers or tokens.
- Mileage reimbursement using a non-cash system, such as a gas card, 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](#)).
- A system of volunteer drivers, where the agency has addressed insurance and other liability issues.
- Purchase or lease of organizational vehicles for client transportation programs if the funder has given prior approval for the purchase of a vehicle.

Limitations:

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

Unallowable costs include:

- Transportation that does not enable clients to access medical and support services, including trips that are recreational in nature.
- Direct cash payments or cash reimbursements to clients.
- Direct maintenance expenses (tires, repairs, etc.) of a privately-owned vehicle.
- Any costs associated with a privately owned vehicle, such as lease, loan payments, insurance, license, or registration fees.

Agencies may not use MT to pay costs associated with transporting medical providers. If an agency pays to transport a medical provider to a location to provide care, it may categorize this cost under the service category for the service being provided.

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:

Service providers for Medical Transportation Services must follow [HRSA and DSHS Universal Standards](#) 1-63 and 184-187.

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
Client Education of Services Available and Limitations: Agencies will provide clients with information on transportation services and instructions on how to access the services. General transportation service hours should correspond with the business hours of local core medical and support services that clients access. 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 an 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. Agencies will provide clients with information on transportation limitations, clients' responsibilities for accessing transportation, and the agency's responsibilities for providing transportation.	1. Percentage of clients with documentation of education provided regarding the services available and any limitations of services.
Client Signed Statement: The client must sign a statement consenting to transportation services and agreeing to safe and proper conduct in any vehicle, unless the client only receives mileage reimbursement services. This statement must include the consequences of violating the agreement, such as removal, suspension, or termination of transportation services.	2. Percentage of clients with documentation of client acknowledgment agreeing to safe and proper conduct unless the client receives only mileage reimbursement.

Agencies should make reasonable efforts to secure a signed statement (physical or electronic) before providing services, but in situations where this places an undue burden on the client, staff may document verbal acknowledgment of consent and agreement to safe and proper conduct.	
Provision of Services: 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's origin and destination. Agencies must document the cost of each trip. If an agency has its own vehicle or utilizes staff or volunteer vehicles, it may either develop a method to estimate costs per trip or use mileage reimbursement rates from the General Services Administration (GSA). Agencies may also use the amount of fuel reimbursement provided to a client, the cost of a ride-share, or the cost of a transportation voucher to determine the cost per trip.	3. Percentage of clients with documentation of the following: (Pilot Measure 2025-2026) 3a. The reason for each trip and its relation to accessing health and support services 3b. The trip origin and destination 3c. The method used to meet the transportation need 3d. The cost per trip
Driver's License and Insurance: Agency and volunteer drivers must have a valid Texas driver's license. Agencies must ensure that each driver is covered by automobile liability insurance for the vehicle operated as required by the State of Texas and that all vehicles have a current State of Texas vehicle registration.	4. Percentage of organization and volunteer drivers with documentation of agency validation or a copy or picture of the following requirements, as applicable: 4a: Valid Texas driver's license 4b: Current liability insurance for the vehicle used 4c: Current Texas vehicle registration

References:

American with Disabilities Act (ADA) located at [The Americans with Disabilities Act | ADA.gov](https://www.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, March 2025.

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, March 2025.

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