

## TRANSPORTATION VOUCHERS *(Year 21 Service Priority #12)*

This service provides specially-designated, discounted Miami-Dade Transit Agency (MDTA) Metro (transportation) EASY Tickets to eligible HIV+ clients attending medical and/or social service appointments. The client's qualified dependents and caregivers are also eligible to receive reduced rate tickets if attending medical and/or social service appointments along with the client. This includes monthly tickets.

Providers of EASY Tickets must demonstrate coordination with Miami-Dade transportation agencies and services, Medicaid Special Transportation, Miami-Dade Special Transportation Services (STS), and other existing transportation programs to avoid duplication of services. In addition, providers of transportation tickets are encouraged to apply annually to the Miami-Dade Transit Transportation Disadvantaged Program in order to obtain assistance for clients eligible under that program. As a reminder, the Ryan White Program is to be used as the payer of last resort.

- A. Program Operation Requirements:** EASY Tickets cost \$50.00 (fifty dollars) per month for unlimited trips during the calendar month. These specially-designated EASY Tickets will not be usable in other months and are not "re-loadable." The amount for EASY Tickets should be consistent throughout the duration of the contract period and must take into consideration the total budget request, agency capacity, client eligibility, and demand for this service. For any given month, once an allotment of tickets has been exhausted, providers may not distribute additional tickets for that month.

Monthly transportation tickets must be distributed in a timely manner (no later than the 5<sup>th</sup> day of the month) in order to maximize ticket usage. Unused transportation tickets should be returned to the MDTA for credit. Agencies must follow MDTA's procedures for ticket returns.

Providers must inform clients that this type of assistance is **not** an entitlement. Therefore, the level of assistance provided to individual clients is based on relative need. Clients must also be informed that the availability of transportation tickets is contingent upon funding availability and, therefore, the continuance of this type of assistance is not guaranteed.

Providers must specify criteria, policies, and procedures utilized to determine transportation EASY Tickets allotments for clients that must take into account not only minimum requirements, but also consideration for those clients who demonstrate the greatest need for these services.

Documentation of multiple monthly medical and social service appointments must be submitted by the client to his/her medical case manager before the client can receive transportation assistance. If allowable appointments are appropriately documented in the client chart, the Ryan White Program will not restrict the number of months in which the client can receive transportation services during the Fiscal Year.

- B. Rules for Reimbursement:** Providers will be reimbursed based on properly documented service utilization reports from the Service Delivery Information System (SDIS), indicating the date of EASY Ticket distribution, client CIS number, and dollar amount including dispensing charge. Dispensing charges, not to exceed 15%, will be reimbursed after services have been provided, client utilization and disbursement information is submitted to the County, and vendor payment has been documented. This service is subject to audit by the Office of Grants Coordination. EASY Ticket orders, invoices, and payments, as well as monthly distribution logs signed by the client, will be reviewed.
- C. Additional Rules for Reporting:** Providers must report monthly activity according to the dollar amount of the tickets issued, the number of tickets, and the unduplicated number of clients served.
- D. Special Client Eligibility Criteria:** A Ryan White Program Certified Referral or an Out-of-Network Referral (accompanied by all appropriate supporting documentation) is required for this service and must be updated every six (6) months. Clients receiving Ryan White Program Part A-funded transportation assistance must be documented as having a gross household income below 150% of the 2011 Federal Poverty Level (FPL). Clients receiving transportation EASY Tickets must be documented as having been properly screened for other public sector funding as appropriate every six (6) months. Qualified dependents and caregivers are eligible to receive transportation tickets as long as they are not eligible to receive and cannot access this service under another funding source [i.e., Miami-Dade County Golden Pass Program, Special Transportation Services (STS), Medicaid, etc.]. While clients qualify for and can access other public funding for transportation services, they will not be eligible for Ryan White Part A-funded transportation EASY Tickets.