



Arunan Arulampalam  
MAYOR

# CITY OF HARTFORD

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
131 Coventry Street  
Hartford, Connecticut 06112  
Ph: (860) 757-4700  
Fax: (860) 722-6851  
www.hartford.gov



Ebony Jackson-Shaheed  
HEALTH DIRECTOR

Dear Part A Provider,

**Medical Transportation Services** is the provision of nonemergency transportation services that enable an eligible consumer to access or are retained in core medical and support services. This allows consumers to HIV related healthcare and support services, including services to maintain HIV medical care, via direct transportation services or vouchers or bus pass or tokens.

Medical Transportation may be provided through:

- Contact with Sub-recipients of transportation services
- Mileage reimbursement that enables consumer to travel to needed medical or other support services, but should not exceed the established rates of the program
- taxi, van, or bus pass
- Use of volunteer drivers
- Purchase or lease of an organizational vehicles for consumer transportation program, provided the grantee receives prior approval for the purchase of a vehicle

Unallowable cost includes:

- Direct cash payment or cash reimbursement to consumers
- Direct maintenance expenses of privately-owned vehicle
- Any other cost associated with a privately-owned vehicle such as lease, loan payment, insurance, license, or registration fees

The City of Hartford Ryan White Program has standard subcategories in CAREWare for the **Medical Transportation Services** service category. They are defined as follows:

**Medical Transportation Services CAREWare Subcategory Service Names:**

***MTS\_ 31 Day Bus Pass***

To be used when a CTtransit or CTfasttrak **31-ride** bus pass is distributed to a consumer to access HIV related health and support service, which includes getting to and from appointments.

***MTS\_ Bus Passes 10 ride***

To be used when a CTtransit or CTfasttrak **10-ride** bus pass is distributed to a consumer to access HIV related health and support service, which includes getting to and from appointments.

***MTS\_ Bus Passes All Day***

To be used when a CTtransit or CTfasttrak **all-day** bus pass is distributed to a consumer in order to access HIV related health and support service, which includes getting to and from appointments.

***MTS\_Direct Agency Transportation (Car/Van)***

To be used when the subcontractor's fleet vehicle is used to provide transportation to a consumer in order to access HIV related health and support service, which includes getting to and from appointments. (NOTE: If a round-trip ride is requested, stops along the way are NOT counted as individual service units.)

***MTS\_Gas Card***

To be used when a gas card is provided to a consumer in order to access HIV related health and support services.

***MTS\_Paratransit Bus Card***

To be used when a Paratransit Bus Card is issued to a consumer with a physical disability for transportation on a paratransit mini-bus to access HIV related health and support service, which includes getting to and from appointments.

***MTS\_Uber Car Service***

To be used when an Uber gift card is provided to a consumer or the agency schedules an Uber ride for the consumer to access HIV related health and support service, which includes getting to and from appointments.

**Subcategories that will be retired effective March 1, 2024:**

***MTS\_No Show For Appt***

Only to be used for internal recording/tracking purposes. This will not count towards the contracted total number of clients served or encounters.