



White Transportation Fact Sheet

What is White Transportation?

This is Alliance for Positive Health's Medical Transportation Service for PLWHA who need help with transportation to get to medical and other services that help you maintain your health.

What kind of appointments can I use it for?

Qualifying Appointments:

Medical (including dental, pharmacy)

Mental health (licensed provider)

Substance abuse treatment by a licensed provider (not AA/NA)

Treatment adherence services

Legal (not probation/parole)

Case/care management

Nutrition Education Program (not group meals; standalone food distribution or pantries)

Entitlements/DSS/Social Services

Housing Services (not apartment searches)

What kind of transportation is there?

As eligible:

Taxi rides

Bus passes

Gas cards

Bus/train tickets (limited, per approval in special circumstances)

Where can I use this?

You must live or receive services in Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren or Washington county.

What if I have Medicaid?

White funds are the "payer of last resort". This means you must show proof that you tried all other options for help, including Medicaid Transportation (MAS), and they wouldn't work. You need to let us know why they don't work.



How do I apply?

If you have a Case or Care Manager, they can help you with this. Or you can call our White Transportation program at (518) 434-4686 ext. 2247 or email at whitetransportation@allianceph.org. Either way, we will need a lot of paperwork to get you started. Program staff are happy to help you, or your worker, to get all that you need.

We have Enrollment Packets with all of this paperwork that we can give to your worker, it will be on our website soon: www.allianceforpositivehealth.org or we will meet you so we can get it done together. If you can get some of it ahead of time, even better! Here is what we need:

Required Documentation for Enrollment:

- Verification of HIV positive status
- *White Transportation Release of Information*; with the *White Transportation Vendor List* attached. The *Release of Information* must include an emergency contact.
- Signed *Consent for Services*
- Signed *Transportation Program Client Agreement*
- *White Transportation Program Intake Assessment* – **We have lots of questions to ask you on this one!**

Recommended Documentation:

- Other Releases of Information for the providers that you might use the transportation to get to. ***This one is up to you, but does help later for us to make sure you have no interruption in your transportation services.***
- ***If you are asking to use taxis in an area that has busses: Doctor note (required) to show the medical reason – not just that you have HIV.***

What Else is Required?

- There are a few other paperwork things you should know about.



Appointment Verification

- We need to be sure that you went to the appointment. We will give you an **Appointment Verification Log** for the provider to sign. You'll need to get this back to us.
- **You cannot get any other bus passes, gas cards or taxi rides if we don't have the signed Appointment Verification Log for each time you use the program.**
- Some providers have them at their office. If you forget to bring it – ask them if they have it.
- They can also FAX it back to us at White Transportation: (518) 434-2707. That way – you don't have to worry about it!
- If you forget to return it - we can check in with the provider directly – but only if you have signed a Release of Information for us to talk with them.

How Do I get Bus Passes?

- First of all – is this to get you to one of those services above?
 - **NO** – Sorry, we can't help this time.
 - **YES** – OK, good. We need two days' notice.
- You can let your Case or Care Manager know (or another provider) and they'll let us know. Or you can call our White Transportation program at (518) 434-4686 ext. 2247 or email at whitetransportation@alliancefph.org
- We will work with you to get you the bus passes you need. Anyone you work with at the Alliance for Positive Health can get these to you after we give the OK on your request. If you will be seeing someone from here, let us know and we'll make sure to get them to you that way. If not, you should talk with our Transportation staff and come up with a plan.

How Do I get Gas Cards?

- First of all – is this to get you to one of those services above?
 - **NO** – Sorry, we can't help this time.
 - **YES** – OK, good. We need two days' notice.
- You can let your Case or Care Manager know (or another provider) and they'll let us know. Or you can call our White Transportation program at (518) 434-4686 ext. 2247 or email at whitetransportation@alliancefph.org
- We will work with you to get you the gas cards you need. Anyone you work with at the Alliance for Positive Health can get these to you after we give the OK on your request. If you will be seeing someone from here, let us know and we'll make sure to get them to you that way. If not, you should talk with our Transportation staff and come up with a plan.



What if I have a lot of appointments coming up?

- The more you can plan ahead the better! Just let us know what you've got and we'll plan with you to cover it all with one Transportation Request.
- You can let your Case or Care Manager know (or another provider) and they'll let us know. Or you can call our White Transportation program at (518) 434-4686 ext. 2247 or email at whitetransportation@alliancefph.org
- We will work with you to get you the bus passes/gas cards you need. Anyone you work with at the Alliance for Positive Health can get these to you after we give the OK on your request. If you will be seeing someone from here, let us know and we'll make sure to get them to you that way. If not, you should talk with our Transportation staff and come up with a plan.
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