



# Ryan White Transportation Fact Sheet

## **What is Ryan White Transportation?**

Ryan White Transportation is a medical transportation service for people living with HIV/AIDS who need help getting to and from appointments pertaining to their health and well-being.

## **What kind of appointments can I use Ryan White Transportation for?**

Qualifying appointments include:

- Medical
- Dental
- Pharmacy
- Mental Health (*licensed provider*)
- Substance Abuse Treatment (*Not including Alcoholics Anonymous or Narcotics Anonymous*)
- Treatment Adherence Services
- Legal Services (*Not including probation/parole*)
- Case/Care Management
- Entitlements/DDS/Social Services
- Housing Appointments (*not including apartment searches*)
- Nutrition Education Program (*Not including group meals, standalone distribution or pantries*)
- Alliance for Positive Health Client Advisory Board Meetings

## **What is included in the program?**

- Taxi Rides
- Bus Passes
- Gas Cards
- Bus/Train tickets (*per approval in special circumstances*)

## **Where are transportation services available?**

You must live or receive health services in one of the following counties: Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, or Washington.

## **What if I have Medicaid?**

Ryan White funds are the “payer of last resort”. You must show proof that you have attempted all other options for assistance including Medical Transportation (MAS) without success. Alliance for Positive Health will need to know why you were denied assistance before being accepted into the program.

## **How do I apply?**

If you have a Case or Care Manager, they can assist you with applying for the Ryan White Transportation program. You can also call 518.434.4686 or email [whitetransportation@alliancefph.org](mailto:whitetransportation@alliancefph.org). Applications require paperwork to be completed. Program staff are happy to assist you with obtaining all of the information needed to move forward.

## **Required Documentation for Enrollment:**

- Verification of HIV positive status
- Ryan White Transportation Release of Information (*must include vendor list and emergency contact information*)
- Signed Consent for Services
- Signed Transportation Program Client Agreement
- Intake Assessment

## **Recommended Documentation:**

- Additional releases of information for providers you may use transportation for. This helps the Alliance for Positive Health ensure there is no interruption in transportation services.
- Doctor notes are required if you are in need of a taxi in an area that otherwise provides bus transportation. This note must have a specific medical reason other than HIV status.

## **Appointment Verification**

- An Appointment Verification Log requiring a provider’s signature will be required to verify you went to your scheduled appointment. You will be provided this form by the Ryan White Transportation team.
- You will be unable to receive any additional bus passes, gas cards, or taxi rides if a signed Appointment Verification Log is not submitted each time the program is used
- If you forget to bring your Appointment Verification Log to your provider, ask if they have one you may use.
- Providers can FAX a signed Appointment Verification Log to Ryan White Transportation at 518.434.2707.

- Should you forget to return your Appointment Verification Log to us, we are able to contact the provider directly if you have signed a Release of Information for us to speak with them.

### **How do I obtain bus passes or gas cards?**

Bus passes and gas cards are only provided to assist getting you to one of the services listed above. Two days notice is needed for the Ryan White Transportation team to secure these for you. You may inform your Case or Care Manager (or other provider) and they can let us know. You may also call 518.434.4686 or email [whitetransportation@alliancefph.org](mailto:whitetransportation@alliancefph.org).

We will work with you to get you the bus passes or gas cards you need. Anyone you work with at the Alliance for Positive Health can obtain one for you after your request has been approved. If you know you will be seeing an Alliance team member, let us know and we will make sure they have a bus pass for you.

### **What if I have a lot of appointments coming up?**

The more you can plan ahead, the better! Let our team know what appointments you have coming up and we will plan with you to cover it all with one Transportation Request.