

MEDICAL TRANSPORTATION *(Updated May 20, 2010)*

The intent of the medical transportation supplement is to assist eligible recipients to meet extraordinary transportation costs associated with essential medical treatment.

POLICY

Who is eligible

Medical transportation supplements are provided **only** to:

- Recipients of *income assistance* or *disability assistance* who are eligible for general health supplements
- Medical Services Only recipients; or
- Persons approved under life-threatening health need for medical transportation [see related links – Life-Threatening Health Needs].

When do we assist

Medical transportation supplement provides the **least expensive, appropriate** mode of transportation when:

- essential medical treatment is required
- there are extraordinary transportation costs (routine medical visits must be met through monthly support assistance)
- recipient provides a list of the expected medical transportation costs
- all options and resources have been explored (including family, voluntary agencies, Travel Assistance Program (TAP), and health authority funded programs)

What is essential medical treatment

Essential medical treatments are treatments that are non-emergency medical services covered by Medical Service Plan (MSP) or the *Hospital Insurance Act*.

What is **NOT** included in medical transportation

Under no circumstances is the medical transportation to be issued to purchase, maintain, repair, or insure a vehicle.

Under no circumstances are Emergency Health Services Commission ambulance bills to be paid by the ministry. Out-of-province ambulance bills are not paid by the ministry.

Services not considered essential medical treatment and therefore not eligible for medical transportation include (but are not limited to):

- self-help groups
- methadone programs or treatment
- Alcoholics Anonymous (AA), Narcotics Anonymous (NA), or Gambler's Anonymous (GA) meetings
- psychological counselling
- recreation or health clubs
- aesthetician for electrolysis
- pharmacies
- medical equipment stores
- medical supply stores

	<ul style="list-style-type: none"> • orthotic appliance suppliers • routine dental treatment • water therapies (for example, swimming pools)
PROCEDURES	
STEP 1	<ol style="list-style-type: none"> 1. Determine whether the essential medical treatment requires local medical transportation or non-local medical transportation. 2. Provide client with: <ul style="list-style-type: none"> • Medical Transportation Information Checklist – For Clients; • If it is a non-local medical transportation request, also provide client the HSD3320 form. 3. Follow regional protocol. 4. Add note in client file that the information checklist and request form has been provided to client.
Local Medical Transportation	<ol style="list-style-type: none"> 1. Ensure client has submitted a written verification of the medical need for the requested transportation from a medical practitioner or nurse practitioner. The written verification should provide the following information: <ul style="list-style-type: none"> • Confirmation that the medical treatment is covered by MSP or the <i>Hospital Insurance Act</i>. • Number of appointments per week necessary for the treatment, if applicable. • Expected duration of the treatment, if applicable. • Escort required or not required. • Reason why client is unable to use public transportation if a taxi is required on an ongoing basis. 2. Confirm that the medical travel is to a medical practitioner’s office or a specialty clinic for essential medical treatment (e.g. laboratory clinic, radiology clinic, hospital, etc.). 3. Confirm that the destination medical practitioner is recognized as a <i>specialist</i> in a field of medicine or surgery. Click on College of Physicians & Surgeons of British Columbia to confirm. 4. Determine the following: <ul style="list-style-type: none"> • does the client have a subsidized bus pass that will meet their need • will providing a day/week/month local transit pass meet the need and be the least expensive mode of transportation • is the client able to contribute or have access to alternative resources through a financial assessment (e.g. can part of Special Transportation Subsidy (STS) be contributed to medical transportation). 5. Scan a copy of the written verification from the medical practitioner or nurse practitioner into electronic file and document detail information of the approved supplement.

Non-Local Medical Transportation

1. Ensure client has submitted a written verification from medical practitioner or nurse practitioner or copy of the **TAP** form with confirmation number. If an escort is required, it should be indicated on either document.
 - a. Written verification required when only covering either mileage or volunteer driver as the only expense
 - b. **TAP** form required when transportation is by air, bus, or ferry and may require accommodation.
2. Ensure client has submitted the Request for Non-Local Medical Transportation Assistance form (HSD3320).
3. Confirm that the medical travel is to a medical practitioner's office or a specialty clinic for essential medical treatment (e.g. laboratory clinic, radiology clinic, hospital, etc.).
4. Confirm that the destination medical practitioner is recognized as a *specialist* in a field of medicine or surgery. Click on [College of Physicians & Surgeons of British Columbia](#) to confirm.
5. Determine if the client is able to contribute or have access to alternative resources through a financial assessment.
6. Ensure the client has provided a detailed itinerary and a detailed list of requested assistance in Section A Part 3 of HSD3320.
7. Determine the least expensive, appropriate transportation mode. Check the [Travel Assistance Program](#) provided by Ministry of Health Services which offers discounted transportation as well as other alternative resources:
 - [Health Connections Program](#) – subsidized transportation options.
 - [Hotel Accommodation](#) – discounted accommodation rates for individuals and families who must stay away from home to obtain medical services.
 - [Hope Air](#) – national air charity that helps arrange free air transportation.
8. Complete Section B of the Non-Local Medical Transportation Assistance form (HSD3320) to determine eligibility and assess medical transportation supplement.
9. If ministry should choose to pay for accommodation directly to the hotel on behalf of the client, add note in comment box of Section B "Ministry will pay hotel directly for client's accommodation." and send confirmation to hotel – Accommodation Confirmation (HSD3327).
10. Scan a copy of the completed HSD3320 and the written verification or the **TAP** form into electronic file along with all other relevant documentation supporting the decision.

Outside BC or Canada

Patients are automatically covered for a medical service obtained in other provinces, provided the service rendered is covered by MSP and the patient is registered with *MSP* at the time of service.

Follow steps 1 to 9 as described above in **Non-Local Medical Transportation** then Supervisor is to approve the Alberta/BC border request. Non-border travel requests outside of BC or Canada must be approved by **the Supervisor (See [authority level matrix](#))**. **TAP** forms are only applicable for services within BC;

	<p>therefore, a written verification from a medical practitioner or nurse practitioner is required as medical documentation. When completed, scan a copy of HSD3320 and the written verification into electronic file with all other relevant documentation supporting the decision.</p>
<p>Life-Threatening Health Need Recipients</p>	<p>Medical transportation supplement for LTHN client should only be for a life-threatening health need. Follow the same process as described above for Local or Non-Local Medical Transportation but the request must be approved by the Supervisor (See authority level matrix).</p> <p>See related link: Life-Threatening Health Needs for eligibility criteria.</p>
<p>Ongoing Medical Transportation</p>	<ol style="list-style-type: none"> 1. Review medical documentation on file to determine if the extension can be given based on the information previously provided. 2. If existing documentation does not provide sufficient information to support the extension, EAW may secure the client's permission to contact their medical practitioner or nurse practitioner to confirm. 3. If using TAP form as medical document, HSD3320 can be used as supporting documentation but TAP will require a new TAP form with confirmation number for each subsequent visit. Destination specialist office or specialty service can complete and sign or stamp the TAP form for the patient's next visit. 4. Check if treatment can be performed locally if client needs same ongoing treatment. 5. If new medical information is required, provide the client with a Medical Transportation Information Checklist – For Clients [see Resources for Clients]. 6. If recipient fails to provide the requested information, signal cheque [see policy and procedures on reasonable steps prior to cheque signalling in Individual Case Management].

OLR → Health Supplements and Programs → Medical Transportation

Staff: https://gww.hsd.gov.bc.ca/intranet/meia/online_resource/health_supplements_and_programs/medtrans/current/

Public: http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/medtrans/

RELATED LINKS

OLR → Health Supplements and Programs → Life-Threatening Health Needs

Staff: https://gww.hsd.gov.bc.ca/intranet/meia/online_resource/health_supplements_and_programs/lifethreatsupp/current/

Public: http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/lifethreatsupp/

OLR → Program Administration → Individual Case Management

Staff: https://gww.hsd.gov.bc.ca/intranet/meia/online_resource/program_administration/indivcase/current/

Public: http://www.gov.bc.ca/meia/online_resource/program_administration/indivcase/