

Massachusetts Department of Public Health

Medical Transportation

January 2021



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Introductions

- Emily Levine, Service Quality Coordinator, (Massachusetts Department of Public Health)
- Molly Higgins-Biddle, Project Director (JSI)
- Chris Tso, Helpdesk Coordinator (JSI)

Topics Covered In This Webinar

- Medical Transportation Data Requirements
- Entering Data
- Quality Assurance Reports Available
- Case Scenarios
- Contract Manager Data Review
- Support and Resources

MEDICAL TRANSPORTATION DATA REQUIREMENTS



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MT Data Requirements

- Subservice units are either:
 - For Taxi/Transportation and public transportation rides, 1 unit = 1 way ride, and 2 units = round trip.
 - For all other subservices, 1 unit indicates completed or that a pass was given.

Types of subservice units

- Taxi/Transportation: “1” for **one-way ride**
- Mileage reimbursement: “1” for **completed**
- Public transportation: “1” for **one-way ride**
- Public transportation pass: “1” for **pass given**

ENTERING DATA

Entering Data – MT Services


- Date of Service
- To narrow search, type in “MT” in the Service Name Field
- Units

Find Client > Search Results > Demographics > Services > Add Service > Add Service


[Save](#) [Back](#)

Next

Client:

Date: 

Service Name:

Contract: 

Units:

Price: \$

Total: \$

QUALITY ASSURANCE REPORTS



QA Reports for MT

- Financial Report
- RSR Validation Report
- Other custom reports:
 - Client List
 - Service Detail Report

CASE SCENARIO

Case Scenario: A ride for John

- Monday morning: call from John re: a ride to his new medical provider for Wednesday.
- Monday afternoon: You call the cab company and make the appointment for a roundtrip ride for John

What is reported in CAREWare?

- **Taxi/Transportation:** 2 (roundtrip)

Things to remember:

- Did you help John connect to this new medical provider? Make the appointment?
- Did this get reported as a “**linkage to medical care**” on the date you made the referral/appointment?
 - Make sure you note the date John attended the appointment (“confirmation”)

Case Scenario: A ride for John (cont.)

- Monday morning: call from John re: a ride to his new medical provider for Wednesday.
- Monday afternoon: John stops by the program to pick up a T card covering the cost of 1 roundtrip. You talk for 30 minutes.

What is reported in CAREWare?

- **Public transportation pass:** 2 (1 for each way)
- **In-person session:** 2 units (30 minutes)

Things to remember:

- If you linked John to this new medical provider, report “**linkage to medical care**” on the date you made the referral/appointment and confirm the date John attends the appointment

A ride for John in CAREWare

Find Client > Search Results > Demographics > Services

View Add Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units
01/21/2021	MT Taxi/Transportation	July 1, 2020 - June 30, 2021 (Part B)	2
01/21/2021	MT Public transportation pass	July 1, 2020 - June 30, 2021 (Part B)	2
01/21/2021	MCM In-Person session	July 1, 2020 - June 30, 2021 (Part B)	2

CONTRACT MANAGER DATA REVIEW



Contract Manager Data Review

<i>Description</i>	<i>Count</i>
Total Number of Clients	168
Total Number of Newly Enrolled Clients	4
Total Number of Care Access Clients	24

<i>Service Category</i>	<i>No of clients</i>	<i>Total Units</i>
Emergency Financial Assistance	30	34
Medical Case Management	168	4384
Medical Transportation Services	17	77

<i>Service Category</i>	<i>Subservice</i>	<i>No of clients</i>	<i>Total Units</i>
Emergency Financial Assistance	EFA Food Assistance	19	19
	EFA Utilities Assistance	15	15
Medical Case Management	MCM Acuity Reassessment	97	100
	MCM Care Access acuity reassessment	14	14
	MCM Client communication (not in-person)	157	1858
	MCM Communication with medical provider	155	690
	MCM Communication with non-medical provider	71	450
	MCM HDAP linkage and recertification	108	187
	MCM ISP/Care Plan	103	106
	MCM In-person session	83	495
	MCM Initial acuity assessment	4	4
	MCM Linkage to health insurance	2	10
	MCM Linkage to medical care	7	9
Medical Transportation Services	MCM Referrals (non medical)	12	16
	MCM Telehealth session	106	445
	MT Public transportation pass	5	7
	MT Public transportation ride	9	42
	MT Taxi/Transportation	11	28



QA is everyone's responsibility

- What data are your contract managers reviewing?
- What will they ask you about?
- What tools can you use to address data quality?

CAREWARE MA SUPPORT & RESOURCES



CAREWare MA Documentation: MT Services

- Subservice Definitions
- Fields and Definitions
- Report Instructions

Fields and Definitions

June 2020 v2.1

Yellow highlights indicate changes since the last version.



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This document describes the fields available in the Massachusetts state CAREWare system. For more details on the field definitions used by the HIV/AIDS Bureau for the Ryan White HIV/AIDS Program (RWHAP), see the most recent Annual Ryan White HIV/AIDS Program Services Report Instruction Manual, available at:

<https://careacttarget.org/library/ryan-white-hiv-aids-program-services-report-rsr-instruction-manual>.

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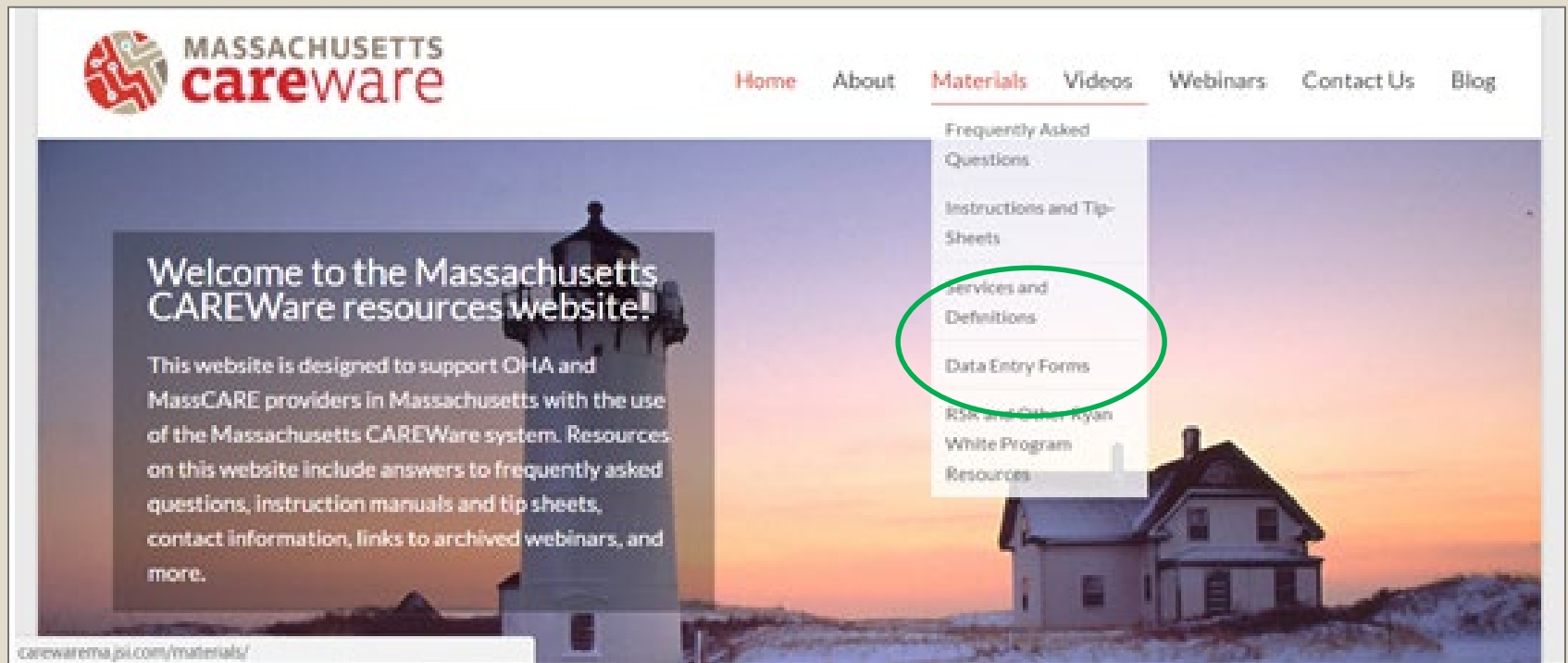
CLIENT IDENTIFIERS.....	4
Field 1 First Name.....	4
Field 2 Middle Name.....	4
Field 3 Last Name.....	4
Field 4 Gender.....	4



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CAREWare MA Website

Find materials and other resources at <http://carewarema.jsi.com/> under “Materials.”



The screenshot displays the homepage of the Massachusetts CAREWare website. The header features the logo on the left and a navigation menu on the right with items: Home, About, Materials, Videos, Webinars, Contact Us, and Blog. The 'Materials' menu is expanded, showing a list of resources: Frequently Asked Questions, Instructions and Tip-Sheets, Services and Definitions (circled in green), Data Entry Forms, Role and Scope of a Ryan White Program, and Resources. A large banner on the left contains a lighthouse image and the text: 'Welcome to the Massachusetts CAREWare resources website! This website is designed to support OHA and MassCARE providers in Massachusetts with the use of the Massachusetts CAREWare system. Resources on this website include answers to frequently asked questions, instruction manuals and tip sheets, contact information, links to archived webinars, and more.' The URL 'carewarema.jsi.com/materials/' is visible at the bottom left.

CAREWare MA Helpdesk Support

- Go to www.CAREWareMA.jsi.com
- Email CAREWareMAhelpdesk@jsi.com
- Call 617-385-3991
- Fax 617-482-0617

THANK YOU!

