Bus Card Voucher Information Sheet

Ryan White Grant Administration (RWGA) currently provides two (2) types of METRO bus card vouchers to Ryan White funded primary medical care and case management providers for Ryan White eligible clients. The vouchers, which are redeemable for a METRO Q-card, must be used for transportation to HIV-related medical services and HRSA defined eligible support services. Clients must reside in the METRO service area, be registered in the CPCDMS, be engaged in ongoing medical care for the treatment of HIV, and meet all Ryan White eligibility requirements in order to receive a bus card voucher.

The “Renewal Voucher” is redeemable for a time-based Q-card valid for 365 days. All eligible clients who had a bus card from METRO as of December 31, 2007, based on the redemption of a bus card voucher issued by a RW funded agency, are eligible for a renewable voucher.

The “Value Based Voucher” is redeemable for a trip based (fare based) Q-Card, with a specific dollar value loaded on the card. Clients are charged a discounted rate when the value based card is used. The dollar value is non-refundable and cannot be redeemed for cash. An eligible client may receive no more than two (2) fare-based vouchers within 12 months, based on actual usage which may be verified by the issuing agency. No more than one voucher every 6 months will be issued. In order to receive a bus card voucher, client must be engaged in ongoing primary medical care for the treatment of HIV disease. Clients are encouraged to keep a copy of physician statements (proof of medical visits) in case the information is requested by their Case Manager.

If a client requests a value based voucher sooner than 6 months, they must provide enough supporting documentation from previous medical appointments to justify their level of need. When the stored value Q-card is tapped on the bus card reader, the fare rate will be deducted and a two-hour one-way transfer will be embedded in the Q-card. Clients may load additional funds to their Q-card using their own money for non-medical related transportation. Case Managers should emphasized this to clients. The additional value that a client puts on their Q-Card will benefit from the same discounted fare rate the Q-Cards are charged.

I have read and understand the distribution process above and have received a copy of this information. Any questions I have will be addressed with my Case Manager.

Client Name & Signature

Agency Case Manager Name & Signature

Date

Rev. 06/16