# Vocational Rehabilitation Services Manual C-1400: Supportive Goods and Services

Revised: June 29, 2020

## C-1402: Transportation Services

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### C-1402-3: Recurring Transportation

Recurring transportation includes payments to the private carrier for transportation that is necessary for the customer to participate in VR services.

VR Manager approval is required for any additional recurring transportation that exceeds a total of 104 weeks. The approval is limited to six-month increments (cumulatively or consecutively).

Transportation costs that are more than $200 for a single service authorization require VR Manager approval.

#### Documentation of Recurring Transportation

Documentation for recurring transportation must include:

* VR Manager approval(if required); and
* a - case note that includes:
  + calculations,
  + the source used to define "actual mileage," and
  + confirms the service for which transportation is required.

Customers must be informed that they are required to maintain the VR2181, Transportation Log, to verify that the transportation funds were used for their intended purpose. The customer must turn in the VR2181, Transportation Log monthly, which must be reviewed by the VR counselor before the next payment is authorized.

If the VR2181, Transportation Log, for recurring transportation is not turned in or if it is determined that the funds were not used for their intended purpose, VR Manager review and approval is required before additional transportation payments can be authorized or any new service authorizations for transportation are issued.

VR Manager review and approval must be documented in ReHabWorks (RHW). See the ReHabWorks Users Guide E-100: Purchase Approval Requests for additional information about RHW Purchase Approvals.

#### Documentation of Recurring Bus Passes for Customers

Documentation for bus passes must include a case note that documents:

* the quantity of bus passes needed to support the VR service, and
* a confirmation of the service for which transportation is required.

If the VR office purchases bus tickets in bulk and issues them directly to the customer, a case note must be entered in RHW identifying the date the customer picked up the bus pass. A copy of the VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt signed by the customer must be filed in the customer’s paper case file. Refer to C-1402-6: Local Bus Passes for VR Customers for more information.

Customers must be informed that they are required to maintain the VR2181, Transportation Log, to verify that the bus passes are being used for their intended purpose. The VR2181 must be turned in and reviewed by the VR counselor before the next bus pass is issued or purchased.

If the VR2181, Transportation Log for recurring transportation is not turned in, or if it is determined that the funds were not used for their intended purpose, VR Manager review and approval is required before additional transportation payments can be authorized or any new service authorizations for transportation are issued.

VR Manager review and approval are required for any additional bus passes that exceed 6 calendar months.

### C-1402-4: Nonrecurring Transportation

Nonrecurring transportation is a onetime payment to the private carrier for transportation that is necessary for the customer to participate in a single VR assessment or IPE service.

Transportation costs that are more than $200 for a single service authorization (this excludes airfare) require VR Manager approval.

#### Documentation of Nonrecurring Transportation

Documentation for transportation must include:

* VR Manager approval(if required); and
* a service justification case note that includes:
  + calculations,
  + the source used to define "actual mileage," and
  + confirms the service for which transportation is required.

#### Documentation of Nonrecurring Bus Passes for Customers

Documentation for transportation must include:

* a service justification case note or be included in the IPE or IPE amendment;
* the quantity of bus passes needed to support the VR service, and
* a case note that confirms the service for which transportation is required.

If the VR office issues bus passes, a case note must be issued in RHW identifying the date the customer picked up the bus pass. A copy of the VR2014, Rehabilitation Equipment, Item, and Bus Pass Receipt signed by the customer must be filed in the customer’s paper case file. Refer to C-1402-6: Local Bus Passes for VR Customers for more information.

### C-1402-5: Processing Transportation Payments

VR staff must email [VR RHW Provider Services](mailto:%20vr.rhw.providerservices@twc.state.tx.us) to have the customer established as a provider when the amount is more than $400 for a single service authorization. Refer to D-211: Setting Up and Paying Providers for more information.

VR staff must authorize the payment of transportation in advance to the customer. The allowable transportation payment rates listed below are based on the rates published on the [Texas Comptroller of Public Accounts](https://fmx.cpa.texas.gov/fmx/travel/textravel/rates/current.php) website. VR reviews and, when necessary, updates these rates annually.

As of April 1, 2020, transportation payments (recurring or nonrecurring) are limited to one of the following:

* Actual cost to customer for public transportation
* Actual mileage times the federal privately-owned vehicle mileage rate published on the [Texas Comptroller of Public Accounts](https://fmx.cpa.texas.gov/fmx/travel/textravel/rates/current.php) website.

For a history of the VR rates, refer to the VR Transportation Rates page (internal access only, but copy may be requested from any VR office).

Do not use "Maintenance" specifications in RHW to make transportation payments.

Do not split service authorizations to avoid threshold requirements based on specific dollar amounts.

Transportation warrants are mailed:

* directly to the customer or legally appointed third-party payee; or
* to the VR office in exceptional circumstances and only with VR Manager approval. Refer to D-207-5: Customer Warrants Mailed to the VR Office.

#### Transportation Service Authorizations

A service record must be created with the following specifications for transportation payments:

Level 1—Transportation and Relocation Services—78111

Choose the appropriate level: Level 2, 3, or 4.

### C-1402-6: Local Bus Passes for VR Customers

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