

Guidelines for the Voluntown Municipal Medical Transportation Service and Caregiver Transportation Program

The town of Voluntown collaborated with the Eastern Connecticut Transportation Consortium and the CT Department of Transportation to offer transportation services for medical appointments to individuals age 60 and over and disabled adults. *Please note, this is a grant funded service and there is no guarantee that the funding will be available for the entire year.* To keep service running smoothly, please follow the guidelines outlined below.

Who qualifies for this program?

This program is open to individuals who reside in Voluntown and have completed a registration form. Individuals residing in: Private Homes; Retirement Living Facilities; Independent Living Facilities; Assisted Living Facilities; and Residential Care Homes **are** eligible for transportation under this program.

Individuals who reside in Skilled Nursing Facilities are **not** eligible for transportation through this program. Individuals who are eligible for free transportation through Medicaid are asked to use that program instead.

What are the limitations of this program?

Twenty-four (24) one-way rides for the period of July 1, 2022 - June 30, 2023 can be provided for medical appointments in New London County **as long as funding is available**. Please refer to the map on the brochure for specific towns to which the grant will provide a ride.

Reservations must be made no later than 48 hours in advance but can be scheduled up to 2 weeks ahead. Trips can be scheduled during normal business hours. Requests for weekend & Monday trips must be made no later than Friday by 2 p.m. Personal Care Attendants (or family member acting as an escort) may accompany passengers who need extra help with entering and exiting the vehicle or have other needs that make traveling independently unsafe.

In order to protect the health of others, passengers must be free from acute illnesses such as flu, fever, vomiting, diarrhea, and infections such as pneumonia. **You must wear some sort of face covering.**

What information should I have when calling to request a ride?

- Your complete name and address.
- The address of your destination and the physician's name.
- The date and time of your appointment.
- An estimated time that you will be picked up from your appointment to return home.

How does the Caregiver Mileage Reimbursement Program work?

The rider retains a volunteer driver (friend, neighbor, family member). The driver and rider must complete the "Request for Mileage Reimbursement" form.

Mileage is calculated by ECTC based on the shortest distance to the destination. The mileage from the caregiver's home to the passenger going to the medical appointment is NOT included.

Form must include appointment date, start address, destination address, and must be signed and dated by client and driver after last trip has been entered on the form. Participants submit completed mileage reimbursement forms to their town senior center or town representative by the end of the month for processing.

When the form is submitted, the town representative reviews the form for accuracy and verifies the mailing address of the Caregiver. Town Representatives may perform audits to verify that the appointments did occur.

The Town Representative will sign and fax the form to ECTC. ECTC will issue a check to the Caregiver for authorized trips performed.