

### NORTHERN VIRGINIA VETERANS ASSOCIATION

# VETERAN TRANSPORTATION WHITE PAPER CHALLENGE & CALL TO ACTION



# The Northern Virginia Veterans Association Who We Are



NOVA Veterans is a 501c3 organization dedicated to improving the lives and wellbeing of veterans in northern Virginia and surrounding regions. Our mission is more critical than ever due to the most susceptible and at-risk population of veterans we serve. Our target veteran population is identified as the most vulnerable: the elderly, those who are living in poverty, those with mental and emotional health challenges, and the disabled. We understand that veterans' social determinants of health also have an impact on how they are able to access and receive services. We aim to create equity in access and

receipt of services by bridging and aligning the veteran's many needs with the appropriate services and organizations.

Because our specific population of veterans have multiple challenges we provide personal comprehensive support so they are able to equally access and receive the many resources available. NOVA Veterans Association is the bridge to access services not otherwise attainable.

## Northern Virginia Veterans Association's Process for Success

We employ a comprehensive case management system coupled with a network of known and vetted partners to develop a customized course of action and wellness plan for each veteran and/or that veteran's caregiver/spouse. We first holistically assess

each veteran's most pressing needs and then focus on follow-on issues to ensure comprehensive services, wraparound support and continuity of care is accomplished. Meeting veteran's urgent needs followed by action steps for continuous improvement in their overall quality of life is our goal.

#### **Our Support Services protocol includes:**

- 1. Performing a comprehensive holistic intake to determine extent and priority of needs
- 2. Researching potential services/resources that align with specific veteran needs and demographics
- 3. Filling out online provider service requests and direct coordination between providers and veteran
- 4. Ensuring services are rendered and veteran receives appropriate timely care and support
- 5. Following up with veteran/caregiver to confirm all needs are met to improve their quality of life

**NOVA Veterans Association's service is unique when compared with a referral or navigation service.** It requires professionals who are trained in client case management and HIPAA/privacy-compliant data management tools in order to personally and effectively support our veterans. It is essential to understand the necessity of our personal case management and advocacy service as the aging and underserved veteran population needs increase and without this service go unmet.



# VETERAN TRANSPORTATION CHALLENGE & CALL TO ACTION

#### **Executive Summary**

Challenge Statement: The lack of transportation services for veterans to and from medical appointments at both Veteran Administration (VA) and civilian hospitals and clinics detrimentally affect multiple stakeholders. For veterans seeking medical services and continuity of care, and for families and caregivers providing assistance, missed medical appointments heighten the anxiety and stress of those involved. The immediate negative effects of

OUR VETERANS SHOULD HAVE SAFE, RELIABLE AND CONSISTENT TRANSPORTATION TO NECESSARY APPOINTMENTS

missed medical appointments on a veteran's physical health and emotional well-being are significant and can be life-threatening. For clinicians, missed appointments increase the difficulty of providing direct healthcare services and sustaining follow-on continuity of care. Furthermore, as a result of missed appointments, hospitals and clinics face exorbitant financial cost increases; increases resulting from loss of systems efficiency due to cancellation and rescheduling of appointments and for additional general and emergency services that are required to treat the veteran in declining health.



The Northern Virginia Veterans Association (NOVA Veterans) is the bridging nonprofit that provides our vulnerable veterans (elderly, disabled, low income, underserved) personal and direct access to healthcare services. NOVA Veteran's holistic services include coordinating veteran transportation needs with local transportation organizations. However, transportation organizations/programs are unable to provide the required services, thereby producing a debilitating gap in veterans' continuity of care and the consequential failure of aligned needs and services. This failure inevitably creates excessive costs for both the veteran and the overall healthcare system.

2016 study estimated the marginal cost for no-shows for all clinics in the Michael E. DeBakey VA Medical Center (MEDVAMC) in Houston Texas was \$28.66 million in 2008 (Kheirkhah, 2016). 2017 study estimated that missed appointments cost the U.S. Healthcare system \$150 billion each year (Gier, 2017).

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#### Introduction

This report outlines current veteran transportation deficiencies in the Northern Virginia region including Stafford, Fredericksburg, Culpeper, Orange, Fauquier and Loudoun Counties. It suggests ways to improve upon services and create new innovative programs that meet the diverse and complex needs of underserved veterans. By researching and identifying transportation organizations and understanding their gaps in service, our community is better equipped to collaborate and create a practical solution. A viable transportation solution will reduce the number of missed medical appointments and significantly improve overall veteran health and well-being.

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DOWN

Veteran JoAnne arrives at her community hospital via ambulance. Unfortunately, getting home after receiving care was an unpredicted challenge. A senior official at a local hospital treating veterans shared that the hospital did not have resources to arrange transportation home for veterans who lacked the means to arrange their own transport. The official noted that it was against the rules to ask staff to drive the veteran home; however, no provision is made to support veterans or local hospitals with these cases (on-going limitations to reliable transportation).

Transportation services for veterans to their medical appointments is difficult to arrange for numerous reasons, including transportation organizations' prohibitively high costs, not accepting insurance, not serving veterans of all ages and not serving those with disabilities. In addition, most transportation programs will not provide same day or next day services, they require a one to two-week advance reservation, most have limited

#### **FACTORS THAT PREVENT RELIABLE SAFE TRANSPORTATION**

- High cost of transportation or insurance not accepted
- Complicated application process
- No immediate services / weekend service
- Age restrictions 50 to 65 years of age and older
- Limited geographic region, limited hrs, limited duration
- Limited number of trips in a time period
- Only drop offs at transportation stations/stops
- Serving only ambulatory veterans
- Drivers not allowed on military installations
- Lyft/Uber not experienced with veteran-specific needs

service hours and time restraints for each trip, and more (See Appx 1). These limiting criteria are ongoing and have been compounded during the COVID-19 pandemic as organizations change their procedures in accordance with the Centers for Disease Control, Occupational Safety and Health Administration, and state mandates.

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Volunteer-staffed programs have stopped providing any services and some have closed due to lack of funding. The factors listed are only some examples of the challenges faced when scheduling transportation services for veterans. Additionally, the COVID-19 pandemic has exacerbated these limitations. Due to the pandemic, programs have lost funding and transportation services have completely halted. Rides to routine medical visits were canceled because more urgent rides had been prioritized. As of September 2020, previously canceled VA appointments are being rescheduled, however VA transportation services are still not operating.

#### **Projected Outcomes**

For as long as transportation services remain inaccessible to Virginia's most vulnerable veterans, their overall health, well-being, and continuity of care may continue to decline. The 2017 US Census reports out of 199,049 veterans living in our 10-county service area, 62,471 of these veterans are categorized to be within our vulnerable veteran population with 4,688 (2.4%) in poverty, 31,431 (15.8%) disabled, and 26,352 (13.2%) age 75+. These are the veterans who urgently need our support and services. Transportation services for veterans to their medical appointment locations would decrease the number of missed appointments and may increase the veteran's willingness to schedule routine and follow-up appointments; thereby improving whole-person health and well-

being. Not only would veterans experience less stress and anxiety in finding a way to get to their appointments, but a positive interaction with their driver could help improve feelings of loneliness and isolation; another component of well-being we cannot overlook.

Other impacted stakeholders are healthcare providers and hospitals/clinics. Healthcare providers would be able to see their patients on a regular basis to provide care continuity and preventive

Veterans 55 and older have the largest number of suicides 58.1%, and that number increases with age VA National Suicide Report, 2005-2015

care, and continue building their patient/provider relationship. With a shift to value-based care, patient-centeredness and patient satisfaction are increasingly at the forefront of care. Hospitals/clinics would

Veteran Arthur needed a ride to his hospital for a pre-surgical exam and his family member who was going to drive him cancelled a week prior. This left NOVA Veterans a short amount of time to search for and coordinate a ride, which was eventually accomplished but after a large effort and repeated requests for assistance from local transportation organizations. Arthur then needed a ride to the hospital for his surgery which was scheduled a few days after pre-op. No organization was able to support on short notice. A request went out to the general population from NOVA Veterans that resulted in a local medical transport company stepping up and providing a ride for free. When Arthur arrived for surgery they pushed his 0900 time back 4 hours. The transport driver waited all day not knowing when Arthur would be out of surgery and able to ride home. It was night fall when Arthur finally made it back home safe but exhausted. (ongoing multiple limitations to reliable transportation).

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benefit on multiple fronts from veterans arriving and arriving on time to their medical appointments. Additionally, by removing the transportation barrier, veterans would more likely seek preventive medical attention instead of waiting until the ailment becomes an emergency resulting in ambulance transport to the hospital emergency room.

#### **Solutions**

NOVA Veterans Association seeks to establish a program, either independently or collaboratively, that has the capability to provide veterans safe, reliable, consistent and appropriate transportation services. They have worked with veterans and transportation organizations in Northern Virginia and surrounding areas to identify aspects of transportation services needed but not yet offered (reference Appendix 1 for gaps in services).

See below the transportation criteria required to accommodate veterans 'needs.

- Reliable and safe
- Affordable or free
- Responsive to same-day requests
- Appropriate for veteran's specific needs (e.g., impaired mobility, anxieties, spouse accompany)
- Structured to serve veterans of all ages
- Real-world geographic area of operations (covering areas outside of Northern Virginia and required trips to outlying clinics and VA hospitals)
- Increased operating times to meet unpredictable situations and after-hours appointments
- Ability to communicate with NOVA Veterans Association's Support Services to confirm veteran
  is picked up, arrived safely at destination, and returned home

#### **Call to Action Options**

- 1. Develop a Veteran Transportation Program within NOVA Veterans. Substantial funding would be required to support developing, operating and sustaining a transportation program. This would enable NOVA Veterans to coordinate safe, reliable transportation aligned with the veteran-specific needs, region of transit, time and day needed, and other factors. Creating a user-friendly transportation system available for local veterans in need.
- 2. Utilize an existing business transportation infrastructure and program, and expand their services to meet above listed needs. This requires collaboration and cooperation from nonprofit, for profit businesses, and/or government agencies (has been pursued from multiple angles with multiple businesses but has not been successfully accomplished to-date).
- 3. Support development of new veteran-specific programs by leveraging established transportation systems (e.g., Lyft/Uber or public transportation services such as Omni Ride Wheels to Wellness). These businesses currently have limiting service criteria discussed above.



Veteran Joseph had a primary care check-up at Fort Belvoir and was not ambulatory and could not drive himself. Transportation pursuit was extremely frustrating; one company was too costly; another, outside company's area of operations; another, he was under the age restriction of 65+. Finally, a transport service was found that could meet Joseph's needs and get him to his on-base appointment. However, the driver could not wait or come back. Another driver was dispatched but was not cleared to get on base (ongoing multiple limitations to reliable transportation).

#### **Concluding Remarks**

Transportation services for veterans to their medical appointment locations have been increasingly difficult to obtain and have worsened during the COVID-19 pandemic. Before the pandemic, transportation services were extremely limited because organizations providing services had operating restrictions such as passenger's age, mobility and health of passenger, appointment times, and geographic area of operations. Veterans need and deserve to have easy access to reliable, affordable, consistent and safe transportation services to the locations of their medical and other necessary appointments. Let us come together as a community and create a transportation service we are proud to provide to those veterans who most desperately need it.



#### References

- 1. Kheirkhah, P., Feng, Q., Travis, LM., Tavakoli-Tabasi, S., and Sharafkhaneh, A. (2016). Prevalence, predictors, and economic consequences of no-shows. *BMC Health Serv Res.* 16(13). doi: 10.1186/s12913-015-1243-z
- 2. <u>Gier, J. (2017). Missed appointments cost the U.S. healthcare system \$150B each year.</u> <u>Commentary. SCI Solutions. https://www.scisolutions.com/uploads/news/Missed-Appts-Cost-HMT-Article-042617.pdf</u>
- 3. U.S. Department of Veteran Affairs 2005 2015 (2015). VA National Suicide Data Report.

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2 Solumb	Service(s)	Cost	Clinible Passengers	Further Eligibility Requirements	Age Requirement	Limitations	COVID Impacts	Notes	Transport To	Advance Notice Request	Area Served	Website	Phone Number(s)	Small (	Address
A Brighter Day Home Care Transportation	wheelchair accessible, medical and non-medical transportation	\$75 per hour				espensive, 4 hr minimum				72 hours advance required, along with a four hour minimum	Northern Virginia and Piedmont region	http://www.toucholgracecare.com/ *not active?	Stephanie: 540.359.6422 / 540.333.2392 / 1.866 780 5003	abrighter day homecare (flyahoo com	9 North 3rd Street, Suite 103, Warrenton, VA 20186
Angel Wheels to Healing - NO SERVICES; Reduction in funding	non-emergency long-distance ground transportation to financially disadvantaged patients in need of medical treatment	Free	scheduled medical appointment (2) clearance by physician to	exceptions are made on a case-by- case basis (usually for cancer patients		NO CURRENT SERVICES		patients will receive either a gas card to help offset fuel costs, commercial ground transportation (AMTRAK, Greyhound, etc.).	non-emergency medical appointments	typical trip is 300 miles (one-way) with a 10 day notice		https://angelwheels.org/	757.333.0084 or 1.800.768.0238		
Arlington Neighborhood Village	in need of medical treatment  volunteer-driven organization offering transportation assistance	requires Full Membership (\$500 annual fee for one person); each additional household member is \$500		patients requires membership with Arlington Neighborhood Wilage to utilize services	55+	membership fee; non-essential transportation on pause	during COVID-19 pandemic ANV is temporarily walving membership fee; non-essential (https://arinvil.org/wp- cortext/uploads/2000/06/Covid- Update-August-2020.pdf) transportation requests are on	or a voluntaer driver (rure)	transportation, shopping assistance, access to social and cultural activities, etc.		Arlington area	httos://winel.ced.	703.509.8057 (open M-F 10am-3pm)	infollurinal cox	2666 Military Road, Arlington, VA 22207
Arlington Transit's Specialized Transit for Arlington Residents (STAR)	pre-arranged, reserved trip service for Arlington County seniors who cannot use public transit	Fare for Zone 1 - \$3.50 per trip / Fare for Zone 2 - \$4.00 per trip / Fare for Zone 3 - \$9.00	seniors; passengers allowed IF STAR is notified; personal care attendants travel free; companitions allowed if noom is available; companions will be charged same fare as rider unless serving as personal care	residents but register or already be registered with WMATA's MetroAccess program			DELTE	three no-shows allowed; if STAR Call Center is closed when you cancel, then call STAR's transportation providers (1964 Top Cals and Diamond Transportation) to cancel and/or reschedule; Standing order reservations can be made for reoccurring trips		same day trips are possible but are for emergencies ONX* (uppert medical appointment or unanticipated family/to change a home pick-up time personal chally/ 24 hr notice to cancel and reschedule	picks up within 3/4 mile of a Metro Bus or Metro Rus transk route (Aflington County); no STAR service to/trom Prince George County MD on weekends and holidays	www.Arlingbord/DALcore	701.892.8747	STARG artingtonstar.com	2100 Clierendon Bouleverd, Suite 900, Arlington, VA 22201
B and M Transport	local and long-distance non-emergency transportation with wheelchair and stretcher		altandaré									https://www.velo.com/bir/b-and-m- transport-inc-annundale	Call 703.856.7895		7435 Little River Turnpike, Suite 103 Annandale, VAA 22003 (open daily Eam-Spm)
BIN Medical Transportation	non-emergency transportation with wheelchair and stretcher accessibile varie	Insurance accepted										TRAILECT LOCATIONS IN	contact Brigid at 571.722.2271	triomedir are filternal com	VAN ZUULI jopen Bally Lam-lytrej  13198 Center Point Way, Suite 102 Woodbridge, VA 22193
Buckley's for Seniors LLC	Transportation service (weekdays 5:30am-5pm)	one hr minimum at \$65 plus \$1.50 surcharge for every 3 mi traveled; accepts Visa, MasterCard, American Express	ambulatory seriors	one hour minimum	seniors	payment via debit or credit					Alexandris, Artington, Fairfax, Eastern Loudon (VA), DC, Montgomery Gunty (MO)	Mins://www.vela.com/his/horkinss-for- genius-redion/2	701.390.0515	safa@buckleyalsenions.com	2004 Salt Kettle Way, Restor, VA 20191
Charlots on Call	personalized, non-emergency, door-to-door transportation service specializing in limited	call for a price quote	limited mobility and wheelchair- bound seniors								entire DMV region	no active webpage but domain is listed as https://www.chariotsoncall.com	call Belinds at 703.822.7991 or 703.628.9480 or 703.477.8190		1208 Falster Ct., Alexandria, VA 22308-1808
Oty of Alexandria DOT Paratransit Service	mobility and wheelchair bound individuals taxi and wheelchair accessible vans	\$3fare per trip within Alexandria; \$5 per trip 5 miles and more outside Alexandria and a	visitors and Alexandria residents with disabilities who cannot use	submit an application signed by a physician to Paratransit Coordinator at Office of Transit Services and				DOT operates daily M-Th 5:30am-12am, Fri 5:30am-1am; Sat 6:30am-1am; Sun 7:30am-		24 hour advance notice; can be scheduled 14 days in advance	cities of Alexandria, Falls Church, and Fairfax, and Arlington and Fairfax Counties	https://www.alexandriava.gou/tes/info/defa	Paratransit Coordinator (weekdays ilam-5pm) at 702.745.4079		
22 City Wheels	provides alternative transportation for Fainfax City residents who are disabled and unable to use conventional bus service; a curb to curb service	caregiver can ride for free fare for this service is \$3.20	regular buses and rail/eligible for Aftik numbraneit Fairfas City residents unable to use conventional bus service	Programs		curb to curb service provided through private taxicabs (not door to door)		12am		Inadvance	Arlington and Fairfax Counties  City of Farfax transport to locations within the city, to the Vienna/Fairfax-GMU metroral station, to GMU, and to Fair Oaks.	ult aspa?id=6518  https://www.fairfassa.gov/government/publico-works/bransportation-division/cue-bus/bransportation-for-seniors-and-persons-	703.745.4079		
11	CUE BUS ID card for reduced bus fare (reduced by	free ID card with application	senior citizens and those with	complete a CUE Bus senior ID application or CUE Bus disability ID application submitted to transportation office.		limited to bus transportation						with-disabilities https://www.fairfaxus.apv/eovernment/public p-works/transportation-division/que-	703.385.7859		10455 Armstrong Street, Room 200A
Dalecare Home Health Transportation	\$0.85) transportation for home healthcare	free ID card with application	disabilities	application submitted to transportation office		routes	currently only offering transportation services for current clients				Dale Care Companion Services serving Fairfax County, Springfield, Ft. Belvoir, Alexandria, Arlington, Loudon, Prince William, Stafford,	bus fir amportation for seniors and persons with disabilities  https://dalecare.com/	701.885.7859	admin@dalacare.com	10455 Armstrong Street, Room 200A 7406 Alban Station Court, Suite A106, Springfield, VA 22150
15	wheelchair accessible transportation service						current clients				Winchester [VA] Fairfax County, Arlington County / (MD)		Tom Furions: 703.912.7606 / Reservations and	tom@diamontransportation.us or Robbie Werth at	7900 Hill Park Court, Lorton, VA 22079
Diamond Transportation						no longer operating due to COVID					Montgomery County, Prince George County, St. Mary's County / District of Columbia		Tom Furiong: 703.912.7606 / Reservations and General Info: 703.339.9625	Robbie Werth at robbie/fidiamond/ransportation.us.	7900 Hill Park Court, Lorton, VA 22079
Disabled America Veterans (DAV)*	DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans.		disabled veterans seeking care at VA facilities			no longer operating due to COVID 19; has no protocols or guidelines in place for operations under covers an	notrunning		VA hospital centers and other appointments		https://www.va.pox/lind-locations	https://www.day.org/veterans/i-need-a-ride/	Hospital Service Coordinator Directory		
Driving Morns and Dads	Ambulatory and non-ambulatory transportation to necessary annoistments					following CDC protocols for		offers wheelchair and non-wheelchair swhirles	100 mile radius from Washington DC		DC, Prince George, and Montgomery, MD		240.304.1749		
E & D Transportation	local non-emergency transportation services with wheelchair accessible vans	does not accept insurance									serving all of Northern VA	https://www.velp.com/bis/e-and-d- transportation-gainesville	contact Evelyne Sama at 571.248.8544		12047 Paper Birch Lane, Suite 2 Gainesville, VA 20155 (open weekdays 6am-7pm and Sat 7am-1nm)
Elderly Care Transportation LLC/Care Assist 20 Transportation LLC	one wheelchair accessible van for non-emergency transportation	does not accept insurance									transportation throughout Prince William County, Manassas, Manassas Park	webpage no longer active	Call Mary Randolph at 703.680.5702 or 703.371.7337	careassist@verizon.net	12058 Stallion Court, Woodbridge, VA, 22192
Fairfax Connector 21 FAMS Call Center - Care-A-Van	discounts to seniors and persons with disabilities critical appointment transports not COVID-19	\$2.50 purchase fee for Senior SmarTrip card + cost of discounted trip	seniors 65+ and those with disabilities	show bus operator a Medicare or Medicaid card and pay fare in cash OR utilize Senior SmaTrip card	65+		tentative re-opening date set for				Fairfaxarea	www.fairfaxcounty.gov/connector	Telephone Information Center (TIC) at 703.339.7200 (M-F Sam-Jüpen; San-Sun 7am-9pm) Penny/Marty S40.829.5300	fairfaxconnector@fairfax.gov	4050 Legato Road, Suite 400, Fairfax, VA 22033
Partras	Critical Medical Care - transportation	services may have associated fees based on a sliding scale (based on household size and gross income)	Fairfas County, Cities of Fairfax, Falls Church residents undergoging life sustaining treatments (dialysis, chemotherapy, brain injury therapy, physical therapy, water therapy).	must be participating in human service agency programs		transportation not guaranteed, provided on a space available basis, based on income	followed by drivers and numbs		transportation for Fairfax County nesidents, who must undergo life sustaining treaments		locations in Fairfax County, Arlington County, City of Alexandria	Eastron Critical Medical Care Program, Application	703.222.9764 or TTY 703.324.7079 (M-F Barn- 4:20pm)	NCS Plainteur our rive acce.	12011 Government Center Parkway, Fairfax, VA 22005
Herndon Village Network	local nonprofit providing transportation			must join HVn for \$20 per year to be eligible to request a ride	55+				transportation to doctor's offices, stores, restaurants, etc.		Herndon area	https://herndonyllagenetwork.org/	703.375.9439	Herndon// BageNetwork info@gmail.com	Herndon Village Network, P.O. Box 5143, Herndon, VA 20172
Independent You, Inc.	medical and non-medical transportation	membershipl two hr minimum reservation required at \$21 hourly rate +\$0.56 per mile; cash or check		two hour minimum reservation required		only for ambulatory seniors		can use your own vehicle	medical appointments, errands, social outlings, etc.		Northern Virginia (additional areas considered upon request)	https://www.independentycus.net/.	Mary Beth Carlson: 703.999.3006 / 703.865.7236	info@independentyou.net or driving@independentyou.net.	9489 A Silver King Court, Fairfax, VA 22031
UfeCare Medical Transports	emergency and non-emergency transportation to medical appointments; LifeCare has non- emergency whetchiat accessible vans as well as ambulances with basic, advanced, or critical life care support; 24/7 service	ambulance service may/may not be covered by insurance (if covered, LifeCare will submit a claim); non-emergency transportation is NOT covered by Medicare but may be covered by Medicald.		for non-emergency transportation, may be covered by Medicald II senior has no other transportation to Medicald-covered appointments and obtains presurborization prior		not covered/not always covered by insurance			medical appointments	If available, same day scheduling is possible, but 24 br notice is recommended for best availability	Commonwealth of Virginia; wheelchair accessible transportation is limited in Fredericksburg, Charlottesville, Warrenton, and Newport News	http://www.ifecurelyl.com/	Other info and scheduling with 24hr Communication Center: 540,752,5883 Medicald Transportation Authorization: 1,866,679,6330 Payment Quantions for LifeCare's Billing Department: 1,888,918,6337		
LogistiCare	non-emergency transportation for Medicald- covered medical appointments; rides provided 24/7, 7 days a week	Free	patients covered by Medicaid	to service must be a Medicald-covered medical appointment; must provide Medicald number, date and time of appointment, pick-up and drop-off address		only for medicald-covered appointments	work with riders to reschedule non-critical trips, coordinate with local EMS for transportation of anyone with a confirmed coronavirus infection, vehicle	in addition to professional and transportation providers, there is also a gas- reimbursement program that will reimburse family/friends/reighbors who drive patients	medicald-covered medical appointments	at least a S day notice; in case of sudden illness (with less than S day notice) ask for an 'urgent' trip		https://www.logisticare.com/transportation	Reservation Center (24/7); 1.866.186.8331 other Logisticare numbers listed below: 703.787.7096; 1.866.707.3761; 1.866.679.6330		
LowLine	driving services			334104		to medical appointments only	sanitation re-opened 6/10; must wear masks; cautiously reviewing other services; limit requests to 2 transports per week	а син арренти	medical appointments		medical transportation services to destinations within a 25 mile radius including Fredericksburg, Orange, and Culpaper	https://lowlinc.clubespress.com/content assoc ?page_id=22.Eclub_id=693109.Emodule_id=3_ 94375#Transportation%20Services		yickylleminesthme.com	P.O. Box 518, Locust Grove, VA 22508
MML Transport	non-emergency and non-medical transport available 24/7; drivers will drop-off clients who must call 30 min prior to pickup; upon request drivers can stay with passenger during appointment.		bedbound, wheelchair, ambulatory seriors; +2 passengers			not a technically free progam (only first 10 mi free)		stretcher and wheelchair transport vans and shuttle-bus servior; only first 10 miles free; website under construction	non-emergency medical and non- medical transport	one-day advance notice for local trips preferred, but 2-3 hour advance notice accepted; 2 day notice for long-distance trip	Prince William County	www.MMi-Transport.com	call 703.912.7873 during business hours; call 703.912.7878 after hours		7307 Highland St., Ste. B, Springfield, VA 22150
MTS Transportation, Inc.	24/7, year-round non-emergency, door-to-door or bed-to-bed, personalized medical transportation service [sedam or wheelchair accessible vars]; local and long-distance stretcher transportation service also available	payment due at time of transport unless other arrangements have been made prior to appointment; variety of pricing (One- way/Round-drip, Fee-for-Service, Flat, or Mileage-only rates); accept most insurance	patient + caregiver or family members (rides free)		senior			the driver will check the senior in at their appointment, but if driver needs to stay for duration of appointment, please request this when booking reservation	medical appointments	24 hour notice assignment, but can be scheduled with 2-3 hr notice; out of state transports and insurance presutherization require 48 hr notice	DMV	Mile //miletransportationine.com/	701.652.0816 or 1.866.644.2195	info@minirarsportationine.com	100 S. Whiting Street, Suite 207A Alexandria, VA 22304
NV Rides	connects senior riders with volunteer driver program	seniors, must be abmulatory/able to walk without assistance		Locate Partner Network closest to you vis interactive map, Notify partner network dates and times of ride needed, driver will call you a day before the ride in trush have				not a direct service provider of rides, but connects rider to local volunteer programs based on locality of residence		If local rides program in Fairfax County is not able to fulfill your request, NV rides may be able to help coordinate critical medical transportation rides through Fairfax County Human Transportation riffex 127 hours policel	Northern Virginia	http://myrides.org/	703.537.3071	http://mwides.org/contact/	8900 Little River Tumpike, Fairfax, VA 22031
OrnelLink Off-Route Trip (PRTC)	Seniors can schedule an OmniLink Off-Route trip where a bus will pick up and drop off close to where they live/location desired Jup to a 1/4 mile distance from a designated OmniLink route)	to avoid off-route trip surcharge (\$1.50), sestion must present a PRIC Reduced Fare Tagibility Card, Medicare card with govt issue photo 10 and cash, or a WMAZIA Sesion SmarTrip Card	seniors	day before the ride to touch base to see if an off-route trip is possible, seelors must call Ornellink customer service at 703.730.6664 or 1.888.730.6664 (weekdays 7:30am- 7cm)		3/4 mile distance from designated OrnoLink routes, must already have a discount card/discount eligibility; first come first serve hasts		if the senior makes the same off-route trip regularly, depending on availability, they can arrange for a Standing Order with OmnsLink Customer Service	1/4 mi distance from designedated Omnilink routes	office (72 hours notice). First come first serve basis, can be scheduled with as little as 2 hours notice; for best results, reserve one week in advance; arrive to pick up location 5 min prior to scheduled reservation [BUS WILL NOT MAIT!		http://omniride.com/service/schedules/Niche d-omnilink	Omnillink Customer Service: 703.730.6664 or 1.888.730.6664		
OrmiLink/OmniBide (PRTC) Reduced Fare Eligibility Card	reduced fare eligibility card for Cross-Country Connector and CerniLink buses, CerniRide and Metro Direct buses	Present PRTC Reduced Fare Eligibility Card, seniors must also pay with cash or WMATA Senior Smar Trip card	seniors 60+	so apply: dat Ormania Customer Service at 703,730,6664 or 1,888,710,6664 (weekdays 7:30am- 7pm) OR go to PRTC website to obtain an application (must include photocopy of valid govt issue Photo	60+	must pay, is only reduced fare, still can only travel on provided routes			OmnLink/OmniRide routes			<u>tito //ameliride com/service/schedules/Reche</u> d-amelinis	Phone Numbers: 703.730.6664 or 1.888.730.6664 from 7:30am-7pm; Fax Applications to 703.583.1702	Omniël Omniëlde com	mail completed application to PRTC: 14700 Peternac Mills Rd, Woodbridge, VA 22192
Para Medical	wheelchair accessible vans and stretchers services							basic life support ambulance services	medical transportation		serving only Montgomery County	https://para-medusa.com/	101.838.8700 or 800.572.0005		
Physicians Transport Service	wheelchair accessible vans and stretchers services private ambulance service; both local and long- distance service with either critical care, basic/advanced life support, or bariatric stretcher	participates with Medicare and major							transportation between hospitals, nursing homes, tertiery facilities, physicians		Northern Virginia	http://www.physicians-transport.com/	Main: 571.323.0800 / Transports: 703.941.7025 / Out-of-State Transports: 1.888.894.1787	pperations (Rohysicians-transport.com	360 Herdon Parkway, Suite 700, Herndon, VA 20170
25 Pilota for Christ International	basic/advanced life support, or bariatric stretcher transport urgent ground or air transportation	Free Companies		requests MUST be done via online form or on website		Requests done via online form		booking request form http://piloteforchrist.org/bookingrequest.ht rd (csi40c510.3690 and state "Need help with forms" if you have any questions/seed	offices, and homes			http://silohtforchrist.org/	Out-of-State Transports: 1.888.894.1787  Virginia Chapter Contact - Mark LeRoy 703.389 4304 Northeast Region Contact - Tim Layne 616.636.532.816 Condinator - Lee DeArmond 703.793.0448 or	Mark.Lelloy@verizon.net of timlaynepres@pliotsforchrist.org of	ANN AN
26 PRTC OmrálMatch - Carpeol/Vanpool	free ride-matching service that links carpoolers and vampoolers with similar work hours, origin/destination points on a share-the-ride share- the-cost basis.	free service, but the ride is share the cost basis		to apply, seniors can call OreniMatch weekdays 8:30am-5pen at 703.730.664 or 1.888.6664 or fill out online match request form		based on silmilar work hours, so shorter term medical drop offs may not always match up		with norms." If you have any questions (need assistance)			In addition to being picked up at their home, OmniMatch carpools and vanpools also originate from PRIC forniRide commuter lots within Prince William County and Manassa area with destination	http://amviride.com/ridesharine/	701.791.0448 or OmniMatch at 701.710.6664 or 1.888.710.6664	seeseamond@msn.com	
I	the-cost basis			out online match request form							throughout Northern Virginia, the District, and Mandard				

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Reston Community Center - RCC Rides	door to door transportation	Free	55+, no longer comfortable with	must complete a Client application	55+	CURRENTLY CLOSED			medical appointments, errands,	request one week in advance	serves Small Tax District 5 boundaries of Reston, no	http://www.restoncommunitycenter.com/ab	703.390.6198	SCCRiden@fairfaccounty.eou	Reston Community Center, 2310 Colts Neck Board Reston, VA 20191
Road to Recovery appropried by American Concer Society	ride service	Free	cancer patients	patents must be able to walk or have an accompanying caregiver		only for cancer patients	not currently setting up/coordinat	*other eligibility requirements may apply. Contact to asses based on individual	cancer patients traveling to and from cancer related medical	It can take several business days to coordinate your ride, so please call well in advance of your	depends on what is available in your area	https://www.cancer.org/breatment/support- programs-and-services/road-to-	1.800.227.2345		H000 H0001 VA 20195
SRCS (Rappahannock Rapidan Community Services) Area Agency on Aging Regional	informatio on meals, programs, senior centers, transportation and other services for older adults							circumstance	acconstructs	appointment date.	Culpeper, Faquier, Madison, Orange, Rappahannoci	recovery himi  https://www.rrcsb.org/senior-services/	RRCS at 540.829.6405; Information on meals, programs, Senior Centers, Transportation and other services at 540.825.3100; Transportation One-Call Feature at 540.820.5300.		15361 Bradford Road, Culpeper, VA 22701
Security Care Transportation	non-emergency transportation with wheelchair- accessible vans and cars for ambulatory seniors	does not accept insurance	seriors					will provide senior with a receipt for them to submit to insurance company and will allow a 15 day grace period for reimbursement		48 hour notice			Deborah Willingham: 703.361.0877	ssi0827 flyshoo.com	9665 Old Wellington Road, Manassas, VA 20110
Sheperd's Center of Assandale-Springfield	transport to medical facilities, food bank, grocery stores, banks, pharmacies	free for people SD+; financial contributions appreciated but not required	SO+, must be a resident of Annandale, Springfield, Franconia, areas in Alexandria and North Newinston	no income requirements	50+		urgent medical rides priotized over routine appointments due to COVID-19		medical appointments, errands, etc.	call 5 business days before you need to schedule a volunteer driver (weekends not included); same day service not available	Annandale, Springfield, Franconia, Alexandria, Norti Newington	h https://uhepherdscenter-annandale.org/our- services/.	703.941.1419 (M-F 10am-1pm)	sheperdscas@vacosmali.com	First Presbyterian Church, 7610 Newcastle Drive, Rms 212 & 213, Annandale, VA 22003
Sheperd's Center of Fairfas-Burke	medical transportation for older adults no longer able to drive to hospitals or other medical appointments	Free	seniors		50+				hospitals or other medical appointments	must call five business days ahead of appointment	available to seniors 50+ living in Burke or Fairfax, although trips frequently go outside these boundaries to regional hispitals/doctor's offices/etc	https://www.scfbva.org/content.cfm?id=315	call weekday mornings and afternoons at 703.323.4788	info@scfbya.cog	4019 Olley Lane, Fairfax, VA, 22032
Shaperd's Center of Mc-Lean-Arlington-Falls Church	volunteer driver service	Free	50+ and reside in local community		50+			drivers may wait for their clients at the doctor's office or agree to come back at a specific time to drive them back home; one- way rides provided as needed.	pick up clients at their homes and drive them to doctor's appointments (and back)		McLean, Arlington, Falls Church	http://scmalc.org/	703.506.2199	info@scruds.org	1205 Dolley Madison Blvd., McLean, VA, 22101
Sheperd's Center of Oakton-Virginia	volunteer driver service	From	55+ and live in local community		55+				transportation to medical appointments, errands	4 business days notice required	serving Oakton, Vienna, Reston, Herdon, Dunn Loring, Merrifield, Farifixx 22030/22031 north of route SD. Eakfox 22033 noth of coute SD. coute 286	https://www.scov.org/	703.281.0538	office@scov.org	541 Marshall Rd. SW, Vienna, VA, 22180
Sheperd's Center of South County 46	medical transportation for older adults no longer able to drive to hospitals or other medical accointments	Free	50+, no longer able to drive, residing within residential boundaries	must live in geographical area served	50+			drivers scheduled five days every week	transport to medical appointments, hospitals, dental appointments, etc.		geographical boundaries generally western side of Route 1 and south of the beloway, Alexandria and Fairfas County	www.achres.org	703.799.0505	scsc-transportifiverizos net	8350 Richmond Hwy, Suite 125, Alexandria, VA, 22309
Sheperd's Center of Western Fairfax County	driving services	From	SO+, can longer drive	must live in western Fairfax County in or around Clifton, Centreville, Chantilly	50+				driving services to WFCM Food Pantry, medical and dental appointments, therapy services	call 5 business days before appointment to schedule a driver, same day service not available	Centreville (20120, 20121), Cifton (20124), Chantill (20151), Fairfax (22030, 22033, 22039)	https://scude.org/services	703.246.5920	scafe officellismal com	14426 Albemarie Point Place, Chantilly, VA, 20151
Tasi Voucher Program - Dial-A-Ride	discount taxi vouchers (valid 34/7, expire 12 mo from purchase)	\$10 per \$33 coupon book (allowance of 16 coupon books per year)	low income residents of Fairfax County or City of Fairfax	must be a resident of Fairfax County or City of Fairfax; annual income < 225% of FPL Guidelines		required an application		4 participating taxi vendors			transportation around NOVA	Dial-A-Ride Application	703.222.9764 or TTY 703.324.7079 (M-F Barn- 4:30pm)	NCS-0Hair fasc ounity, appr	12011 Government Center Parkway, Fairfax, VA 22035
Tasi Voucher Program - Seniors On-the-Go	discount txsi vouchers (valid 24/7, expire 12 mo from purchase)	\$20 per \$33 coupon book (allowance of 16 coupon books per year)	seniors	must be a resident of Fairfax County or Fairfax City; 65+; annual income <\$40,000 individual or <\$50,000 for married counter.	65+	requires an application in person by appointment or by mail		4 participating taxi vendors			transportation around NOVA	Seniors on the Go Application	703.222.9764 or TTY 703.324.7079 (M-F Barn- 4:30pm)	NCS@fairfaccounty.gov	12011 Government Center Parkway, Fairfax, VA 22035
Tasi Voucher Program - ToulAccess	discount txxi vouchers (valid 24/7, expire 12 mo from purchase)	\$10 per \$33 coupon book (allowance of II coupon books per year)	residents of Fairfax County or City of Fairfax	must be a resident of Fairfax County or City of Fairfax; must be a registered user of MetroAccess		required an application, fewer coupon books		4 participating taxi vendors			transportation around NOVA	TaxiAccess Application	703.222.9764 or TTY 703.324.7079 (M-F Barn- 4:30pm)	NCS-0Hair fascounty.apx	12011 Government Center Parkway, Fairfax, VA 22035
Virteran Transportation Program (Veteran Transportation Service) with the VA	"VTS has established a network of transportation options for Veterans through joint efforts with VA's Office of Bural Health and organizations, such as Veterans Service Organizations (VSOs); commanity transportation providen; federal, state and local government transportation providen; federal, state and local government transportation agencies; non-profits and Veterans Transportation Community Living Instatute (VTCU) grantees; VAs Nutrife bus		"Veterans who are eligible for VA health care benefits and have a VA-authorized appointment are eligible for transportation through the VIS program based on the availability and guidelines in place at their local facility"	must be a veteran, enrolled in VA healthcare, may be accompanied by one caregiver, spouse, or family member		no listed VTS location listed for Virginia or District of Columbia (see Area served column)	not running	Verticals the platform used to manage trip requests	"Participating VA medical centers (VAMCQ) offer VTS to assist Veterans in accessing transportation to VA medical facilities or authorized non-VA appointments to neceive the care they have earned"		<u>https://www.washingtonde.va.gov/edormation.as</u>	https://www.va.gov/HEALTHBENESITS/utp/m dex.asp			
Veteran Enhanced Transportation Services (V.E.T.S.) co-administred through Prince William Area Agency on Aging and Volunteer Prince William's 52. Betting Senior Volunteer Program	ride service	Free	veterans and spouses/widows	n/a	55+	advance notice required	notrunning		medical appointments and/or pharmacies	3 week notice suggested	Prince William County	https://www.volunteerprincewilliam.org/abo ut-us	RSVP Program Director Jan Hawkins: 571.292.5307	hawkins@volunteerprincewillam.org	
Sta VolTran	medical rides; other ride types						reoping 6/11		medical rides contact FAMS Call Center		Faquier, Rappahanock, and North Culpeper		FAMS Call Center		
54 Volunteer Prince William Transportation	volunteer operated ride service		veterans and their		volunteers must be		notrunning		doctors appointments on week-face		Manassas, Manassas Park, Prince William County, Woodbridge or Navmarket accepted	https://www.volunteerprinces/liam.org/nee d/index/assency.ide5/3633Enriets1	Jan Hawkins at 571.292.5307	hawkins@volunteerprincewilliam.org	
Wishington Matopolitan Assa Transportation Authority (WMATA) Matro Sanior SmarTrip Discount Card	discount card for Metrorall and Metrobus services	\$2 fee and show proof of age with a valid goot issued Photo ID to obtain card; discounted fixes are 1/2 the peak fare on Metronal and \$0.85 on Metrobus.	seniors age 65+	seniors 65+; show govt photo ID	65+	must pay for card, physically travel to obtain card; only 65+		must travel to obtain discount card and pay for card, people with disabilities may also qually for a Discount Card, free orientations on how to use Microbius and Metercal services available to resire of tesses and those with disabilities by calling 202,062,1100 or TIY 202,062,2033	Metroral and Metrobus routes			httms://seasu somata.com/lives/reduced.clm	call 202.962.1100 or TTV 202.962.2031 for a free orientation		Where to get a Senior Smart Pip Cand:  PETC Handwarter: 24700 Potennac Mills Rd, Woodminge, VA 22102  Woodminge, VA 22102  CVPS: Gister and Todous Stepannaphone. Matrix Handbranters: 600 FBH 51 NW. Male Terrance (weeklys Wern-Jame) Matrix Center Station Station Office, (weeklys)  Barn-Gpm; Barn-
Wheels to Wellness from the Potomac and Reppahannock Transportation Commission	provides a rechargeable, prepaid card for non- emergency health related transportation services; seniors make their own travel arrangements with Yellow Cab, Checker Cab, or wheelchair accessible commercial transportation providers that accept the card	Wheels to Wellness card covers up to \$25 per one-way trip via cab/up to \$50 per one-way trip via specialized non-emergency trip via specialized non-emergency transportation provident; \$2 copany each way, seniors must pay any remaining balance		fill out an application; limited number of monthly trips that can be taken with each card	generally 80+	Very specific eligibility requirements, cost not covered entirely, online or in-person application		to apply, download and fill out application forom websits, or get one at PETC Transit Center office at 14700 Potomac Mills Rd, Woodbridge, VA	Prince William County		Prince William County area	hito Hamsiride comhenricolar cereral whee Into-sellines (Britanh Acs 7eCt): doud	Customer Service Department at 703.730.6664 and press 3; Program Manager @ 703.580.6177	Omniff Omnificio com	
Yellow Cab's Senior Ride Discount Program	15% discount on rides, wheelchair accessible taxis available		seniors 65+	present a valid govt issue ID to qualify and call shead to make sure Senior Ride Rep is there; go in person to purchase non-refundable prepaid discount card.	65+	must travel to obtain discount card		seniors can go online to check card balance, reload, or report as lost or stolen	Prince William County locations		serves Prince William County Yellow Cab	https://www.velloucabpu.com/rates_reserv ations.chaffleniar	call ahead to see if Senior Ride Rep is present at 701.399.2100		Purchase non-refundable prepaid discount card from 2622 Morse Lane, Woodbridge, VA 22192 (open from M-Th 8:30am-4:30pm and F 8:30am 3:30pm)
Zaar Transport LLC Sil	door-to-door, non emergency, non-medical transportation, medical transportation	fees negotiable with a regular schedule; accepts cash or credit; does not accept Medicald				does not accept Medicaid, pay by cash or credit		conflicting contact information		reservations must be made with 73-hr advance notice for medical appointments; 24 hr advance notice for non-medical transportation		http://www.pwcus.com/zaar-non-emergency medical-transportation-service.html	Ronnie Chestrutt: 703.509.2125	zaarlic@verizon.net	14346 Madrigal Dr., Woodbridge, VA 22193
60												visit Taol Voucher Program Summary Site here: https://www.fairfaxcounty.gov/neighborhoo d-community-services/transportation/tasi- verschoolnoseram			