"Rides to Wellness" Roadmap
Ottauquechee Health Center

Does patient have an operating private car?

- YES: See *Hardship Reimbursement on page 2 of this document
- NO: Patient's transportation needs met!

Is a reliable friend or family member able to provide a ride?

- YES: Patient's transportation needs met!
- NO: Does the patient have Medicaid, and is a ride needed in more than 48 hours?

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- YES: Medicaid patients can receive transportation service through Stagecoach: a 2-day notice and pre-authorization required. Call 802-728-3773
- NO: Is patient age 60 (or over) or disabled?

Has the patient or their spouse served in the military?

- YES: Ask patient to call VA about transportation eligibility 802-295-9363 ext 5739 (VA Travel)
- NO: Can patient afford to pay for transportation?

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- YES: Patient can receive Elderly & Disabled transportation through Thompson Senior Center with 2-day notice: 802-457-3277. E&D transportation also provided by Stagecoach at 802-728-3773
- NO: Is ride needed in 3 days or more?

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- YES: Call Volunteers in Action at 802-674-5971
- NO: Contact CHT/OHC to ask for assistance, gas cards or vouchers from Rides to Wellness at 802-457-5414

Patient's transportation needs met!
**Additional riders with patients:** CHT needs to submit a letter from a provider to Medicaid supporting medical necessity for an additional rider (e.g., patient is unable to comprehend, is physically unable to get to the appointment, in and out of the office without the support of this additional rider.) Medicaid is unable to provide rides for children of patients.

**Ambulance:** Eligible Medicaid members brought to the Emergency Department by ambulance after hours qualify for rides home. **Southern Windsor County residents call 802-886-8538.**

Compliments, complaints and special needs can be shared by calling Stagecoach at 802-728-3773.

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**Hardship Reimbursement**

**Hardship Reimbursement** may be obtained for Medicaid clients who have a vehicle in the household. Stagecoach will need a copy of the drivers license, registration and car insurance in order to qualify. Call them to set up this service or for E&D hardship assistance at 802-728-3773.

**Non-operable Vehicle**

If a Medicaid client has a vehicle that is not mechanically operable they need to obtain a letter from a licensed mechanic on their letterhead stating what is wrong with the vehicle. A Motor Vehicle Exception Form must be filed along with the letter from their mechanic and sent to Medicaid for approval. Call Stagecoach at 802-728-3773 to obtain a form.

**Visual Impairment**

If a person has a visual impairment the Vermont Association for the Blind and Visually Impaired may be able to provide transportation to medical appointment, social services and shopping. Call for information: 877-350-8840

**Veterans**

Combat Veterans can receive transportation from VA contact: Eugene Hitchcock, VA Outreach Specialist (802) 881-6232

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**Taxis and Transportation Providers**

GMAC Taxi (Windsor) 802-738-9952
Big Yellow Taxi (White River Junction) 802-281-8294 or 603-643-8294
Days in Town Taxi (Springfield) 802-885-6990
L&M Family Services (Springfield) 802-885-4141
Door to Door Driving Services (Plainfield) 603-996-1522
Best Taxi (Claremont) 603-543-7139
Flying Aces Taxi (Claremont) 603-558-3116
D.A.S.H. Transportation (Lebanon) 844-468-3274

**Social Service Agencies**

Windsor County Support and Services at Home (SASH) 802-254-6071
Senior Solutions 800-642-5119 or 866-673-8376
American Cancer Society 802-872-6300
Thompson Senior Center (Woodstock) 802-457-3277