"Rides to Wellness" Roadmap

Windsor

Yes

Does patient have an operating private car?

See *Hardship Reimbursement on page 2 of this document

Patient’s transportation needs met!

Stop

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

Patient’s transportation needs met!

Stop

Does the patient have Medicaid, and is a ride needed in more than 48 hours?

Medicaid Patients can receive transportation through Shared Transportation Services: a 2-day notice, pre-authorization and behavioral contract are required. Call Marble Valley “The Bus” at 888-633-4001

Patient’s transportation needs met!

Stop

Has the patient or their spouse served in the military?

Ask patient to call VA about transportation eligibility 802-295-9363 ext 5739 (VA Travel)

Patient’s transportation needs met!

Stop

Is patient age 60 (or over) or disabled?

Patient can receive Elderly & Disabled transportation thru The Current 888-869-6287 2-day notice, pre-auth and letter from PCP (faxed to 802-460-1004) required.

Patient’s transportation needs met!

Stop

Can patient afford to pay for transportation?

Ask patient to contact GMAC Taxi 802-738-9952 for transportation. (See page 2 for other taxis/options.)

Patient’s transportation needs met!

Stop

Is ride needed in 3 days or more?

Call Volunteers in Action at 802-674-5971

Patient’s transportation needs met!

Stop

Contact CHT/WCHC to ask for assistance, gas cards or vouchers from Rides to Wellness at 802-674-7213

Stop
**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 The Current at 888-869-6287 or Marble Valley at 888-633-4001

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**Hardship Reimbursement**

**Hardship Reimbursement** may be obtained for Medicaid clients who have a vehicle in the household. Clients have to accumulate 215 miles per month per person. Marble Valley will need a copy of the drivers license, registration and car insurance in order to qualify. Call them to set up this service at 888-633-4001. E&D Hardship calls go to The Current at 888-869-6287

**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 Marble Valley at 888-633-4001 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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**For New Hampshire Residents:**

NH residents with Medicaid should call NH Healthy Families Non-Emergent Medical Transportation at 866-769-3085. Ride must originate in Sullivan County. Patients must call 3 business days before the appointment for guaranteed transportation. Patients may call with less than 3 days’ notice and transportation will be provided if available.

Other resources for NH residents include: NH Volunteer Rides Program 603-542-9609; HCS Keene 603-352-2253; HCS Charlestown 603-826-3322

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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

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**Other Useful Phone Numbers**

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