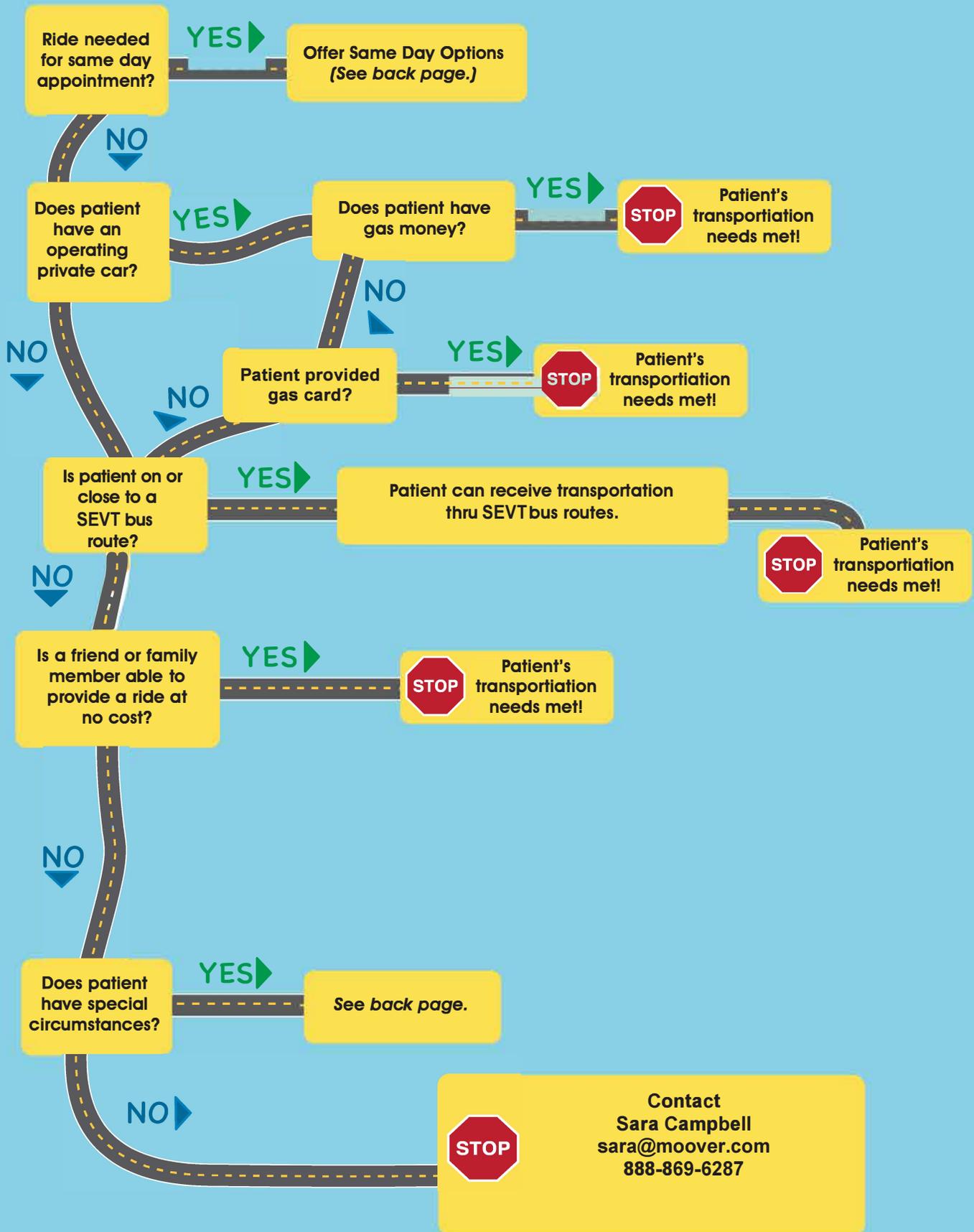


“Recovery and Job Access” Roadmap

Windsor and Windham Counties



Same Day Appointment Transportation Options:

There are limited resources for transportation needs identified as short notice. The Program Manager(s) at the Recovery Centers will work with SEVT to accommodate as many of these trips as possible. These options may include SEVT providing the trip, contacting a local cab provider or providing a gas card for patients that have a working vehicle and need financial assistance.

Special Circumstances

People having special circumstances may qualify for certain transportation services:

Visual Impairment: The Vermont Association for the Blind and Visually Impaired may be able to provide transportation for medical appointments, social services, and shopping. Call them at 1-877-350-8840.

Veterans: The VA can often help with transportation. Call the VA Outreach Specialist Rob at 802-359-2072.

Over 60 years of age or disabled: Call SEVT directly at 888-869-6287

People in Recovery: Call Turning Point Centers: 802-885-4668 in Southern Windsor County or 802-257-5600 in Windham County

Reach Up recipients: Call Department for Children and Families at 800-479-6151

Churches: Some area churches will help members with transportation needs.

Rides to court: Restorative Justice at 802-251-8142 in Windham County or 802-885-8707 in Southern Windsor County.

Vermont 2-1-1: Dial 2-1-1 for help with transportation for destinations outside our area.

Ride Allotment: Rides for Treatment and Recovery should be capped to three days while medicaid and other programs are evaluated for rider eligibility. Rides for Job Access should be capped to 30 days. Additional days can be provided on a case by case basis. The closest provider offering the requested service will be utilized based on the trips origin.

Medicaid Special Circumstances:

People may be eligible for transportation under Medicaid if they have a vehicle, but it is not in working condition. They may need to get a letter from a licensed auto mechanic stating what is wrong with their vehicle and send the letter to Medicaid. If approved, SEVT may be able to provide transportation.

People may also be eligible for mileage reimbursement if they cannot afford gas. There are requirements and restrictions that apply.

Other Resources:

Good News Garage has a limited number of vehicles for sale at low cost. They also provide low cost repair service for working adults. Restrictions apply. Visit goodnewsgarage.org or call 802-864-3667 for more information.

Other Useful Information

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. The MOOver will need a copy of the drivers license, registration and car insurance in order to qualify. Call them to set up this service at 888-869-6287. E&D Hardship calls also go to that same number.

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 The MOOver at 1-888-869-6287 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: VA Travel 802-295-9363 ext. 5739

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 MOOver at 888-869-6287

Other Useful Phone Numbers

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

**** 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