SENIOR CONNECTIONS RIDE CONNECTION

SENIOR CONNECTIONS RIDE CONNECTION (PUBLIC – NOT COVERED BY MEDICAID) is a mobility management service to help community members in need. We are able to provide two (2) round-trip rides per month to non-emergency medical appointments for persons who qualify and live in the City of Richmond and the Counties of Charles City County, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan. We provide travel training and referral services to other transportation providers (including GRTC’s Care Van) if we are not able to provide a ride for a client. We also assist clients to determine whether or not they are covered for transportation under their existing insurance coverage.

To book a ride or request other services, call our hotline at (804) 672-4495 and leave a detailed message.

ELIGIBILITY AND PARTICIPATION GUIDELINES

Eligibility Guidelines:
- Participants must be at least 60 years old or under 60 years old receiving disability benefits from the Social Security Administration
- Participants must live and travel within Planning District 15 – which includes the City of Richmond, and the counties of Charles City, Chesterfield, Hanover, Henrico, Goochland, New Kent, Powhatan
- Transportation is for two medical appointments a month. If you have access to Medicaid medical transportation, you are not eligible to receive rides to medical appointments through Ride Connection. Ride Connection counselors are able to refer you to other resources for other needs.

Participation Guidelines:
- Participants must call the Ride Connection Hotline at 804-672-4497 between 4 to 7 business days in advance to schedule a ride. Please note: Due to the demand of the service, we encourage you to schedule your ride as soon as you schedule your appointment as rides book quickly.
- Medical appointments must be scheduled Monday through Friday between the hours of 8:00 am to 3:00 pm.
- If you qualify for other transportation services like GRTC Bus/Care Van, Access Chesterfield, Hanover DASH, please use those services. If you need assistance in accessing those services or connecting with volunteer programs in your area, our Ride Connection counselors are happy to assist.
- This is a fee for service program. Your fee is based on your income, type and distance of ride. Senior Connections uses Federal Poverty and Sliding Scale Fee for Service Guidelines. Staff will inform you of your fee amount when you schedule a ride and you will be invoiced monthly for your rides. Please note: We use state, federal and foundation funding to support the cost of your ride. Your fee only covers a small portion of actual cost.
• Participants are responsible for confirming their ride with the assigned transportation provider as well as calling for pick-up after appointment completed. Ride Connection Staff will give you information when you schedule a ride.

• A 24 hour notice is required to cancel a ride (unless emergency.) Participants must call the assigned transportation provider and Ride Connection Hotline to confirm cancelations. Participants who do not follow this policy, resulting in no shows may be required to cover the cost of their ride. Any no shows to appointments will count as a ride for the month.

• Senior Connections’ Ride Connection staff also provide education to all individuals who want to learn about transportation options in the greater RVA.

*Please note: Ride Connection may not be able to accommodate all your transportation needs due to resource constraints. If the date and time you request is unavailable, staff may recommend other dates and times or refer you to alternative transportation resources. For Title V1 requirements visit our website @ www.seniorconnections-vao.org
TRANSPORTATION PROVIDERS - CHESTERFIELD COUNTY

CHESTERFIELD COUNTY CITIZEN INFORMATION & RESOURCES’ MOBILITY SERVICES
ACCESS CHESTERFIELD / ACCESS ON DEMAND (PUBLIC) (804) 706-2796 (Ambulatory & Paratransit)
Do you need a ride to medical appointments, grocery shopping or to visit family or friends? Do friends or family members have to take time off from work to take you to appointments? We have two service options available to Chesterfield County residents registered with the Mobility Services. To register you must be a Chesterfield County resident and:
- be 60 or over; or
- be a person with a disability; or
- live in a low-income household
Registration is free, quick, and easy. To register you can
- Print and complete the registration form from our website at www.chesterfield.gov/mobilityservices.
- Contact the Mobility Services office at 804-706-2796 and we will mail you a form.
- Email Access@Chesterfield.gov to request that one be mailed to you.
Once you register, you will receive your Mobility Services ID card and Information on our service options. For additional information, go to our website at www.chesterfield.gov/mobilityservices.

LET’S GO SERVICES (PRIVATE PAY) (804) 366-0670 (Ambulatory & Wheelchair)
LOGISTICARE (PUBLIC - Medicaid) (866) 810-8305 (Ambulatory & Paratransit)
SHEPHERD’S CENTER OF CHESTERFIELD (VOLUNTEER) (804) 706-6689 (Ambulatory)
TRICARE MEDICAL TRANSPORTATION SERVICE (PRIVATE PAY) (804) 892-0045 (Paratransit)
BRIGHTER SOLUTIONS MEDICAL TRANSPORT (PUBLIC) (804) 651-8397 (Dialysis & Stretcher Transportation)
SALEH MEDICAL TRANSPORTATION, INC. (PRIVATE PAY) (804) 334-9511 (Ambulatory & Wheelchair)
VAN GO INC. (PRIVATE PAY) (804) 261-7388 (Paratransit)
Service to the entire Metro area, plus ALL surrounding counties (Chesterfield, Henrico, Goochland, Powhatan, New Kent, et al.) as well as Ashland, Hopewell, Petersburg, Colonial Heights, etc. Their radius is about 50 miles in all directions.
YUR-WAY MEDICAL TRANSPORTATION, LLC (PRIVATE PAY) (804) 334-2607 (Ambulatory, Wheelchair, Stretcher)
- Transport throughout the region and the state as well
- Wheel Chair rates are $60 round trip if within a 20 mile radius ($2.00 per mile beyond that)
- Ambulatory rates are $25 round trip within a 20 mile radius ($1.00 per mile beyond that)
- Stretcher service rates are $140 loading fee, $3.50 per mile
- Advance notice of two days is appreciated. However, we've done many trips with same day notice with a smile on our face!
ROAD TO RECOVERY – AMERICAN CANCER SOCIETY (VOLUNTEER) (800) 227-2345 (Transportation to and from cancer treatments)
TRANSPORTATION PROVIDERS - CITY OF RICHMOND

GRTC (Greater Richmond Transit Co.) (PUBLIC)  (804) 358-4782 (Fixed Route Bus Service)

GRTC CARE (PUBLIC)  (877) 232-7433  (Curb-to-curb transportation for individuals with disabilities)

GRTC C-VAN (PUBLIC)  (804) 474-9924  (Transportation assistance for Virginia Initiative for Employment Not Welfare (VIEW) participants)

GRTC TRAVEL TRAINING (PUBLIC)  Kelsey Calder (804) 474-9320  Kelsey.Calder@ridegrtc.com

LET’S GO SERVICES (PRIVATE PAY)  (804) 366-0670  (Ambulatory & Wheelchair)

LOGISTICARE (PUBLIC - Medicaid)  (866) 810-8305  (Ambulatory & Paratransit)

SALEH MEDICAL TRANSPORTATION, INC. (PRIVATE PAY)  (804) 334-9511  (Ambulatory & Wheelchair)

NAPOLEON TAXI (PRIVATE PAY)  (804) 354-8294

ROAD TO RECOVERY (AMERICAN CANCER SOCIETY) (VOLUNTEER)  (800) 227-2345  (Transportation to and from cancer treatments)

SENIOR CONNECTIONS RIDE CONNECTION (PUBLIC – Not Covered by Medicaid)  (804) 672-4495  (Ambulatory & Wheelchair)

SHEPHERD’S CENTER OF RICHMOND (VOLUNTEER)  (804) 355-7282
Services provided in the following Zip codes: 23059, 23060, 23113, 23114, 23219, 23220, 23221, 23222 (Medical Only) 23224 (Medical Only), 23225, 23226, 23227, 23228, 23229, 23230, 23233, 23235, 23236, 23238, 23294

TRICARE MEDICAL TRANSPORTATION SERVICE (PRIVATE PAY)  (804) 892-0045  (Paratransit)

VAN GO INC. (PRIVATE PAY)  (804) 261-7388  (Ambulatory & Wheelchair)
Service to the entire Metro area, plus ALL surrounding counties (Chesterfield, Henrico, Goochland, Powhatan, New Kent, et al.) as well as Ashland, Hopewell, Petersburg, Colonial Heights, etc. Their radius is about 50 miles in all directions.

YUR-WAY MEDICAL TRANSPORTATION, LLC (PRIVATE PAY)  (804) 334-2607  (Ambulatory, Wheelchair, Stretcher)
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TRANSPORTATION PROVIDERS - GOOCHLAND COUNTY

GOOCHLAND CARES (VOLUNTEER) (804) 556-6260 (Ambulatory)
Provides rides to and from medical appointments, inside and outside of the county, for clients without transportation. (Goochland County does not offer public transportation.)

Medical Transportation Services Hours of Operation:
Monday 12 PM – 3 PM for trips to Richmond
Tuesday, Wednesday and Thursday 9 AM – 3 PM for trips to Goochland
Friday 9 AM – NOON for trips to Richmond
You must sign up ahead of time to utilize this service.

LET’S GO SERVICES (PRIVATE PAY) (804) 366-0670 (Ambulatory & Wheelchair)

LOGISTICARE (PUBLIC - Medicaid) (866) 810-8305 (Ambulatory & Paratransit)

ROAD TO RECOVERY – AMERICAN CANCER SOCIETY (VOLUNTEER) (800) 227-2345 (Transportation to and from cancer treatments)

YUR-WAY MEDICAL TRANSPORTATION, LLC (PRIVATE PAY) (804) 334-2607 (Ambulatory, Wheelchair, Stretcher)
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TRANSPORTATION PROVIDERS - HANOVER COUNTY

HANOVER DASH (PUBLIC)  804-365-DASH (3274)  (Ambulatory & Wheelchair)
Countywide specialized transportation service for residents of Hanover County age 60+ or those with a short term or long term disability.

HANOVER SENIOR RIDES(VOLUNTEER) (MCEF & ACES)
   MCEF (Mechanicsville Church Emergency Function) (804) 357-9360
   ZIP Codes 23111 & 23116
   ACES (Ashland Christian Emergency Services) (804) 543-6115
   ZIP codes 23005, 23059 and 23069

LET’S GO SERVICES (PRIVATE PAY)  (804) 366-0670  (Ambulatory & Wheelchair)

LOGISTICARE (PUBLIC - Medicaid)  (866) 810-8305  (Ambulatory & Paratransit)

NAPOLEON TAXI (PRIVATE PAY)  (804) 354-8294  (Ambulatory)

ROAD TO RECOVERY – AMERICAN CANCER SOCIETY (VOLUNTEER)  (800) 227-2345  (Transportation to and from cancer treatments)

SALEH MEDICAL TRANSPORTATION, INC. (PRIVATE PAY)  (804) 334-9511  (Ambulatory & Wheelchair)

SENIOR CONNECTIONS RIDE CONNECTION (PUBLIC)  (804) 672-4495  (Ambulatory & Wheelchair)

TRICARE MEDICAL TRANSPORTATION SERVICE (PRIVATE PAY)  (804) 892-0045  (Ambulatory & Wheelchair)

VAN GO INC. (PRIVATE PAY)  (804) 261-7388  (Ambulatory & Wheelchair)
Van Go provides service to the entire Metro area, plus ALL surrounding counties (Chesterfield, Henrico, Goochland, Powhatan, New Kent, et al.) as well as Ashland, Hopewell, Petersburg, Colonial Heights, etc. Their radius is about 50 miles in all directions.

VIP & ASSOCIATES (PRIVATE PAY)  (804) 421-2500  (Ambulatory & Wheelchair)

YOUR TAXI (PRIVATE PAY)  (804) 447-1393  (Ambulatory)
Serving all locations in Chesterfield County, Chester, Midlothian and Southern Richmond

YUR-WAY MEDICAL TRANSPORTATION, LLC (PRIVATE PAY)  (804) 334-2607  (Ambulatory, Wheelchair, Stretcher)
   • Transport throughout the region and the state as well
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   • Ambulatory rates are $25 round trip within a 20 mile radius ($1.00 per mile beyond that)
   • Stretcher service rates are $140 loading fee, $3.50 per mile
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TRANSPORTATION PROVIDERS - HENRICO COUNTY

LET’S GO SERVICES (PRIVATE PAY) (804) 366-0670 (Ambulatory and Wheelchair)

LOGISTICARE (PUBLIC - Medicaid) (866) 810-8305 (Ambulatory & Paratransit)

NAPOLEON TAXI (PRIVATE PAY) (804) 354-8294 (Ambulatory)

ROAD TO RECOVERY – AMERICAN CANCER SOCIETY (VOLUNTEER) (800) 227-2345 (Transportation to and from cancer treatments)

SALEH MEDICAL TRANSPORTATION, INC. (PRIVATE PAY) (804) 334-9511 (Ambulatory & Wheelchair)

SENIOR CONNECTIONS RIDE CONNECTION (PUBLIC) (804) 672-4495 (Ambulatory & Wheelchair)

TRICARE MEDICAL TRANSPORTATION SERVICE (PRIVATE PAY) (804) 892-0045 (Paratransit)

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TRANSPORTATION PROVIDERS - NEW KENT COUNTY

BAY TRANSIT (PUBLIC) (804) 966-8743 (Ambulatory & Paratransit)

CORNERSTONE SUPPORT SERVICES (PUBLIC - Medicaid) (804) 932-3333

LET’S GO SERVICES (PRIVATE PAY) (804) 366-0670 (Ambulatory and Wheelchair)

LOGISTICARE (PUBLIC - Medicaid) (866) 810-8305 (Ambulatory & Paratransit)

ROAD TO RECOVERY – AMERICAN CANCER SOCIETY (VOLUNTEER) (800) 227-2345 (Transportation to and from cancer treatments)

YUR-WAY MEDICAL TRANSPORTATION, LLC (PRIVATE PAY) (804) 334-2607 (Ambulatory, Wheelchair, Stretcher)

- Transport throughout the region and the state as well
- Wheel Chair rates are $60 round trip if within a 20 mile radius ($2.00 per mile beyond that)
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- Stretcher service rates are $140 loading fee, $3.50 per mile
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TRANSPORTATION PROVIDERS - POWHATAN COUNTY

RIDE ASSIST SERVICES (VOLUNTEER) (804) 698-0438 (Ambulatory)

CORNERSTONE SUPPORT SERVICES (PUBLIC - Medicaid) (804) 932-3333

LET’S GO SERVICES (PRIVATE PAY) (804) 366-0670 (Ambulatory and Wheelchair)

LOGISTICARE (PUBLIC - Medicaid) (866) 810-8305 (Ambulatory & Paratransit)

ROAD TO RECOVERY – AMERICAN CANCER SOCIETY (VOLUNTEER) (800) 227-2345 (Transportation to and from cancer treatments)

YUR-WAY MEDICAL TRANSPORTATION, LLC (PUBLIC PAY) (804) 334-2607 (Ambulatory, Wheelchair, Stretcher)

• Transport throughout the region and the state as well
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TRANSPORTATION THROUGH MEDICARE & MEDICAID

As of 1/1/2020, many Medicare Advantage and Medicaid plans cover non-emergency medical transportation.

Check the back of your membership card for a telephone number for member transportation services.

If you need assistance understanding your medical insurance coverage through Medicare or Medicaid please call Senior Connections VA Insurance Counseling & Assistance Program at (804) 343-3014.
US DEPARTMENT OF VETERANS AFFAIRS
VA BENEFICIARY TRAVEL

Who is eligible for Beneficiary Travel (BT)?

- Veterans with disabilities rated 30% or more service-connected (SC): travel for care relating to any condition
- Veterans with disabilities rated less than 30%: travel for care relating to their SC condition(s)
- Veterans receiving Department of Veterans Affairs (VA) pension benefits: travel for care of any condition. Veterans with annual income below the maximum applicable annual rate of pension: travel for care of any condition
- Veterans who are unable to defray the cost of travel (as defined in current BT regulations)
- Veterans traveling in relation to a Compensation and Pension (C&P) examination
- Eligible Veterans in certain situations related to obtaining service dogs
- Certain Veterans in limited emergency situations
- Beneficiaries of other Federal agencies, when authorized by that agency
- Allied beneficiaries when authorized by appropriate foreign government agency
- Certain non-Veterans when related to care of a Veteran (Caregivers under the National Caregivers Program, medically required attendants, VA transplant care donor and support person, or other claimants subject to current regulatory guidelines)

What types of travel can VA provide or reimburse for?

VA has authority to provide to eligible persons reimbursement for mileage driven in a private vehicle, and transportation by common carrier/public transportation (any business that offers public transportation at a set rate). In addition, when medically justified by a VA health care provider, special mode of transportation (ambulance, wheelchair van, etc.) may be approved for BT-eligible Veterans.

To be eligible for special mode transportation, two criteria must be met:

- A Veteran has to first meet one or more BT administratively eligibility (see first question) and
- A VA clinician must determine and document that a special mode of transportation is medically required to transport the Veteran in relation to VA or VA-authorized health care. Should it be clinically determined at one VA facility that special mode transportation is required, this should be accepted at all VA facilities unless there is an indication a Veteran’s condition may have changed.

Can a Veteran not eligible for BT but who has extenuating circumstances receive BT?

There is no authority to provide transportation through the BT program for those who do not meet eligibility requirements, except in the case of VA organ transplant care.

What if a Veteran chooses to go to his “preferred” facility instead of the closest VA facility that can provide the required care?

Veterans have the choice to go to any VA facility they choose for care; however, travel can only be paid to the nearest facility that can actually provide the needed care. If a Veteran chooses to go to a facility other than the one closest to his or her home, he or she is responsible for any costs beyond that for transportation to the nearest facility, including mileage and special mode transportation. If VA determines, either for administrative or clinical reasons that a specific facility, including one that may be more distant, is the appropriate place for care, then travel is paid to that facility.
Can VA provide transportation for Veterans in emergency situations?

Yes. VA can provide travel in certain emergency situations.

- Transport from a VA facility to a community facility for emergency treatment: If a Veteran develops an emergency while receiving care at a VA facility and the facility cannot provide the needed care, transport to a community provider and back to the VA facility can be provided at VA expense, regardless of the Veteran’s BT eligibility when the non-VA care is approved for VA payment.
- Transport from any point other than a VA facility to a community facility for emergency treatment: If the emergency episode of care at the non-VA facility is approved for VA payment then transport from the point of emergency to the non-VA facility can be approved for VA payment. However, once medically stabilized at the community provider, the Veteran must meet BT and medical eligibility criteria for further transportation at VA expense.
OTHER RESOURCES

SAFETY NET GRANTS
If you are on dialysis, you probably have many health care expenses that are not covered by insurance. Typical expenses include the cost of transportation to and from dialysis; over-the-counter medicines; co-payments; and other needs, for example, dentures.

Kidney donors have out-of-pocket expenses related to giving the gift of life. These expenses often include the cost of travel and lodging, or the expense of lost wages during the transplant process.

The American Kidney Fund’s Safety Net Program provides small grants to help people with these costs. We depend on contributions from supporters nationwide to be able to make these grants available. We currently are able to provide a maximum grant of $100, once per year, to financially qualified individuals. In 2017, with help from our Safety Net Program, 11,500 dialysis patients were able to pay for transportation to dialysis, nutritional products, emergency assistance and other expenses not covered by health insurance. For more information about applying for a Safety Net grant, speak with the social worker at your dialysis center today, give the American Kidney Fund a call at (800) 795-3226.

Motor Vehicle Safety
https://www.cdc.gov/motorvehiclesafety/older_adult_drivers/mymobility/index.html
Do you or your loved ones have a plan to stay safe, mobile, and independent as you age? Many people make financial plans for retirement, but don’t consider how to plan for potential mobility changes. The mobility planning toolCdc-pdf can guide you to take action today to help keep yourself—or your loved ones—safe, mobile, and independent tomorrow.

CARFIT
Does your car fit you? Learn why the proper fit in your vehicle is essential for both your safety and the safety of others on the road. CarFit was developed by the American Society on Aging in collaboration with AAA, AARP and the American Occupational Therapy Association. It’s a community-based program that provides a quick, yet comprehensive 12-point check of how well you and your car work together.
The Office of Safety is committed to providing a safe environment for older road users, including drivers and pedestrians. Practitioners need to consider differences in vision, fitness and flexibility, and reaction time when designing for older drivers and pedestrians. The Office of Safety's Older Road User program addresses the engineering aspects of highway safety.
AngelRIDE (VOLUNTEER) (804) 423-9200

Alliance Specialty Transport (PRIVATE PAY) (804) 225-8599
(Stretcher, Wheelchair, Ambulatory, Memory Care)
(Chesterfield, Goochland, Hanover, Henrico, Powhatan, Richmond)

Lyft (PRIVATE PAY)

Uber (PRIVATE PAY)

UZURV – CARE On Demand (PRIVATE PAY) (804) 499-3400

Local Taxi Services (PRIVATE PAY)
NOTICE TO THE PUBLIC

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Senior Connections, The Capital Area Agency on Aging and the Ride Connection are committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.

Although many organizational resources are available throughout Planning District 15, those included in this resource guide are intended to be lead resources and serve as a point of reference. The contents of this guide do not necessarily represent the policies of Ride Connection and are not endorsements for a particular agency or resource.