



Ride Connection 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.
- Anyone can receive education information from Ride Connection.

Participation Guidelines:

- 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.

FOR COVID 19 ONLY

- **During this time, we have temporarily expanded our transportation service.** Transportation can be provided for up to 4 trips a calendar month for medical and dental appointments, visit pharmacy and to shop for food (grocery store or food pantry.) If you have access to Medicaid medical transportation, you are not eligible to receive rides to medical appointments through Ride Connection but we can assist with shopping for food.
 - **During this time, our drivers are not able to provide hands on assistance or assist with bags.** If you need assistance with your appointment, a caregiver can ride at no extra cost. If you are shopping for food, please note: our drivers cannot assist with your bags. Please purchase only what you or your caregiver can carry.
- All rides are scheduled through our **Ride Connection Hotline at 804-672-4495**. While riders may leave information about ride on the hotline, our ride counselors must confirm by phone with rider all ride details before the ride will be scheduled.
 - You must give at least **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. All efforts will be made to accommodate a provider request based on availability.
 - Appointments must be scheduled **Monday through Friday between the hours of 8:00 am to 2:00 pm**. 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.
 - Your pick up time will be scheduled **1 hour before** your appointment time. Our transportation providers assist multiple individuals going to various places. Sometimes pick up delays happen – traffic, accidents, other riders delay, etc. The 1 hour timeframe ensures that you will be delivered to your appointment **on**

time even with delays. On your return trip home, every effort is made to pick you up quickly but always within an hour.

- Any changes to your ride must be done at least **2 business days before the ride** and through the Ride Connection Hotline (not through transportation providers.)
- 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.

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- If you are uncomfortable or unable to use those services or have not yet signed up for those services, we may be able to accommodate a ride for you.
- 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.

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- We have temporarily suspended fees for this service. However, if you would like to donate towards the cost of the ride, we will be grateful and mail you donation envelopes.
- 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 about which provider.
- **A 24-hour notice is required to cancel a ride (unless emergency.)** Participants must call the assigned transportation provider **and** Ride Connection Hotline with ride details (date, time and destination) 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.

Please note: all is subject to change as the situation around the pandemic changes.

For Title V1 requirements visit our website @ www.seniorconnections-va.org