

FAQs for Medical Transportation Guidelines

Do I qualify?

- You must be a Chatham County resident
- At least 65 years of age or disabled (under age 65, a doctor must verify that client cannot drive)
- If you are a Medicaid recipient, your rides must be scheduled through the Department of Social Services at 919-642-6970, ask for Teresa Bautista.

How many rides may I get?

- Up to 3 rides (round trip) per month per client
- Up to 5 rides (round trip) if client has a chronic issue (e.g. cancer, dialysis). If you are unsure if your health issue is deemed “chronic”, please call Council on Aging so that we may determine your ride number eligibility.

*****No more than 5 rides per month will be permitted per client.*****

Subject to change based on availability of funds

How much are the rides?

- A ride's cost is **\$2.00 each way (\$4.00 round trip)**.
- Any rides scheduled beyond the limitation must be arranged directly through Chatham Transit and are **full price**. Please consult with Chatham Transit about cost of your trip prior to service at (919) 542-5136.

Can I bring someone with me?

- The rider can bring a companion (e.g. family member or aide) for NO additional charge.

How do I schedule a ride?

- Call the Council on Aging (919) 542-4512 and ask for **Medical Transportation (ext 222)** or email us at: med.trans@chathamcouncilonaging.org

Note: After your appointment, call Chatham Transit directly for your pick-up: 919-542-5136 (after hours--before 8am, after 5pm--919-795-5808)

What information do I need to provide when scheduling a ride?

- your full name
- your phone number
- pick up address
- time and date you wish to arrive at your appointment
- name of clinic, clinic phone number, and address of your appointment
- whether or not you require a wheelchair lift

MORE ON BACK

When do I schedule my rides?

- Rides must be scheduled before **11:00am at least two business days in advance of your appointment** (call Medical Transportation between 9am-11am, Mon-Fri or leave a voicemail).
- Rides for the following month will start to be scheduled during the last week of the current month (e.g. if you have appointments for May, we will begin taking appointment requests the last week of April).

Note: Chatham Transit's hours of operation are **5:30am-5:30pm** which means your pick-up/return needs to fall between those hours.

******We only offer about 100 rides per month on a first-come, first-served basis. Please make your appointments as early as possible to ensure a spot on the calendar.******

What if I need to cancel (including Inclement Weather)?

- Cancellations under 24 hours of appointment should be made as follows:
 - During regular Business Hours: Mo-Fri, 8-5 call Chatham Transit at (919) 542-5136
 - After-Hours call (919) 542-5136 option #5 OR call (919) 795-5808
- Please then call the Council on Aging and inform us of your cancellation so that we may either reschedule your transportation or give your slot to another client.
- Cancellations over 24 hours in advance of appointments should be made by calling the Council on Aging.

******If rider does not notify Chatham Transit or us and Chatham Transit arrives to pick you up, the Council on Aging is charged the full price (not the voucher price) for the trip. Two missed trips will mean a temporary suspension from the program for 30 days.******

Will anyone call to confirm my ride?

The Council on Aging will call all riders before noon the business day prior to their appointment to confirm with tentative pick-up time. If you haven't heard from us, then you are not scheduled and you should call us *immediately!*

What do I do if the Council on Aging doesn't have any more rides available for the month?

- You may call Chatham Transit at 919-542-5136. Ask them how much your ride will cost and if they have any reduced rate programs you may qualify for. Ask for Anna Testerman.
- For your convenience, travel cards may be purchased from Chatham Transit for additional rides outside of what the Council on Aging provides. With these cards, a discount is provided to clients for purchasing several rides at once.
- Chatham Transit also provides fixed routes going to UNC Hospitals and other popular destinations
- Please contact **Chatham Transit** for more information **919-542-5136**.