

# Frequently asked questions about Transportation programs

## How does the Program Work?

All transportation programs begin with an assessment. After contacting our intake specialist at 434-385-9070, you will be assigned to a case manager. The case manager will contact you within 15 business days to schedule a time to assess your needs, ensure you are eligible for the service and enroll you in the program. Once enrolled, you will receive a letter in the mail listing the services for which you were approved. At that time you can schedule your rides at least one week in advanced. CVACL will then coordinate safe, reliable rides for medically related transportation. Wheelchair accessible vans are available and you will be given door through door assistance. Transportation is provided on a first-come-first-serve basis for appointments between the hours of 9:00am and 2:30pm Monday through Friday, except for agency Holidays. Currently, no "On Demand" transportation is available.

## Is there a fee?

CVACL applies a sliding-scale fee for service assessment prior to receipt of service. Income and medical expenses are taken into consideration. Income does not determined eligibility but determines whether or not a fee is applied. Many low-income individuals receive this service for free.

## Who is Eligible?

People who are 60 or older and those between the ages of 18-59 who currently receive Social Security Disability Income (SSDI) or Supplemental Security Income (SSI) and reside in the City of Lynchburg, and the counties of Amherst, Appomattox, Campbell and Bedford.

There is no income requirement but you may be asked about your income in order to determine if you were to have a fee for the program.

Individuals enrolled in Medicaid plans are not eligible for CVACL medical transportation (but may qualify for non-Medicaid eligible appointments).

## How do I begin?

Please call **(434)385-9070** between the hours of 8:30 am and 4:30 pm and ask to speak to the Intake Specialist. Your family or friends may call on your behalf.

CVACL also welcomes referrals from other service providers and professionals.