

ELIGIBILITY CRITERIA FLYER — TRANSPORTATION SERVICES

WHAT ARE TRANSPORTATION SERVICES?

Transportation services are essential non-medical services designed to provide subsidized transportation for case managed clients to healthcare service and limited social service appointments to achieve improved health outcomes namely viral load suppression.

These services are directed to HIV-positive clients; however, they can also be delivered to HIV-affected individuals, including partners or family members of HIV-positive persons when the service supports a health outcome for the HIV-infected client.

Transportation services include, Ventra passes, Pace passes, Metra passes, Gas cards, Taxi and rideshare services (ex. Uber).

WHO IS ELIGIBLE FOR TRANSPORTATION SERVICES?

All clients must meet the following eligibility criteria to utilize transportation services:

1. The client must be enrolled in the client database and be receiving any level of case management services; and
2. The client must cooperate with his or her case manager and apply for and use all appropriate available transportation options (e.g., Medicaid/ Medicare, RTA special user's pass, RTA Seniors Ride Free Program); and
3. The client must have two or more documented MedicaR complaints within a six-month period and/or has challenges accessing transportation through Medicaid Managed Care, these documented challenges allow the client to access Ryan White funded medical transportation services for no more than three months without an additional documented attempt at using Medicaid funded medical transportation; and
4. Client's income is at or below 50% of the area median income; and
5. Client affirms that he/she has no other transportation resources available to him/her; and
6. Client affirms that he/she does not have an RTA reduced fare card or Para-transit service /cannot afford the cost of paratransit services or is not eligible. If the client has an RTA reduced fare card and meets the criteria above, they are eligible to receive reduced fare CTA/Ventra cards; and
7. Client affirms that public transportation does not reasonably serve point of origin or destination (excludes Ventra).

WHAT IS REQUIRED OF CLIENTS TO OBTAIN THIS ASSISTANCE?

1. The client must accurately answer the Transportation Assessment as a part of the Care Plan prior to accessing transportation through AFC.
2. The client must cooperate with their case manager and apply for and use all appropriate transportation assistance available to them. If the client has difficulty accessing the Medicare, they must inform their case manager and complete the Medicare Complaint Form.
3. The client must communicate through verbal or written means that lack of access to transportation assistance will result in non-adherence to necessary medical and supportive services care.
4. Clients requesting gas cards must provide the case manager with accurate information on the type of appointment, pick-up address, destination address, and origin address. The client must agree to make no unauthorized stops during the course of the ride.
5. *(FOR RIDE SHARING & TAXI SERVICE ONLY)* When accessing a taxicab service, the client must provide the case manager with accurate information on the type of appointment, pick-up address, destination address, and time taxicab service is needed. The client must also be ready to leave at the designated time for which the taxicab is scheduled. The client must agree to make no unauthorized stops during the course of the ride. (Clients in need of round-trip service can arrange for a single cab to transport them both ways if the scheduled wait time is less than ten minutes. If the wait time is expected to be longer than ten minutes, two separate taxicab orders must be completed and each logged as two separate trips.)

WHAT OTHER OPTIONS ARE AVAILABLE?

- Friends and Family
- Clinic or hospital vans
- If the client is Medicaid eligible and has an active Medicaid card, the First Transit
- Medicar must be used (Contact 1-877-725-0569, For TTY contact 1-800-526-0844)
- RTA reduced fare card program for all disabled eligible participants
- Contact the RTA 1-888-YOUR-CTA (1-888-968-7282)
- For south side or south suburban clients the SAVE Van is available (Contact Save Coordinator (773) 445-0292)

****Ask your case managers for more information on these resources****

If you have any questions or comments, call the AFC Program Department at (312) 922-2322.

*Any abuse or misuse of taxi services can result in restriction or denial of future service use.