

## Planning Your Transportation in a New Long-term Care Program (2)

Issue date: September 28, 2017, Updated: January 30, 2018

Here are a few pointers to get you started in planning for your transportation needs in the new long-term care program you choose.

### **Pointer #1 Know what transportation you need**

Begin to talk to people who know you well and ask them to help you write down the places, people, activities, goods, and services you need to live the life you choose. Around transportation, it is important that you can clearly describe:

- a. WHAT you do each day
- b. WHERE you want or need to go each day of the week
- c. WHY it is important that you get there
- d. WHEN you need to be there
- e. WHO ...
  - makes ride arrangements for you
  - waits with you for the ride to arrive
  - assists you while on the ride (if needed)
  - waits for you to arrive at your destination
  - assists you at the destination
- f. WHICH mode of transportation is working for you now (e.g. walking, biking, city bus, paratransit bus or taxi, sharing a ride with a co-worker, etc.)
- g. HOW you pay for the ride – tickets, cash, mileage reimbursement, etc.
- h. WHAT the driver needs to know about you for you to travel safely
- i. ANYTHING ELSE? Do you need an accessible vehicle, space to store a mobility device, modifications or special accommodations, an attendant or service animal to ride with you, assistance to/from door, safety protocols for medical conditions, etc.
- j. GAPS? Are there rides you have trouble finding or paying for?

**Pointer #2 During Enrollment Counseling, consider which program option is the best fit to meet your transportation needs.**

Specialized transportation continues to be a covered benefit in the new long-term care programs (Family Care, Partnership, IRIS). At your Enrollment Counseling meeting, you will talk with ADRC staff about what outcomes you want for your life. Ask the ADRC staff to help you think about how each program might meet your transportation needs. For example, which program has contracts with transportation companies or would offer assistance to help you access options such as mileage reimbursement, hiring your own driver, traveling with a personal attendant, and fare vouchers for taxi rides or driver services.

**Pointer #3 Re: Metro Paratransit**

Know if you are eligible for Metro Paratransit and for which rides you use it (e.g. to/from work, community outings, etc.) Also, know the level of service you use: Curb to Curb, Door to Door, or Leave Attended. Metro Customer Service (266-4466) can tell you if you're unsure.

**Note:** The system transition to new long-term care programs may have an impact on the paratransit service levels offered by Metro and may also impact the cost of rides. For information regarding proposed changes to Metro Paratransit, use this link:

<http://www.cityofmadison.com/metro/paratransit/>

**Pointer #4 Verify that the ways you currently travel will continue to be available in 2018**

A. You may receive rides to/from WORK from a **specialized transportation company** (such as We Care or Care Vans) to travel to/from a MARC center or Opportunities Inc. Or you may receive rides to/from WORK from **Metro Paratransit**. Verify that this service (or a similar service) will be available through the long-term care program you choose.

B. You may receive rides to/from WORK/DAY SERVICES/DAILY ACTIVITIES from a **residential or vocational agency**. Talk to the agency staff to see if the agency plans to continue to provide rides in the future and if so, ask what is the likely number of rides they will be able to provide.

C. You may receive rides to/from DAILY/WEEKLY ACTIVITIES from your **respite care provider**. If so, talk to your current respite provider to see if they plan to continue to provide rides and if funds will be needed to cover mileage reimbursement.

D. You may also receive rides from **family, friends or co-workers**. If so, talk to each of them to see if they plan to continue to provide rides and if so, how many. Ask if they will be willing to volunteer, if they need mileage reimbursement, or if they are willing to be hired to provide rides.

E. You may **share rides** with your co-worker, roommate, or a friend. If so, ask if there are ways to split the cost of your shared ride between your long-term care program and the program choices of the other carpoolers.

#### **Pointer #5 Explore other community transportation options.**

You may be eligible for community transportation programs like the senior group ride program, volunteer driver programs, travel training programs, and the Bus Buddy program. Call the Dane County Transportation Center (DCTC) at 608-242-6489 for information and assistance to help you learn about and connect with transportation resources. This is a center for everyone. A Mobility Manager will provide personalized assistance to help meet your transportation needs and individual circumstances and provide information on all travel options available.

#### **Pointer #6 Find out if NEMT is an option for you to use to attend medical appointments.**

If you have a Forward Health card/receive Medicaid, you are eligible to use the local non-emergency medical transportation (NEMT) service. MTM Inc. is the transportation broker who arranges rides for approved medical appointments and bills the cost of the ride directly to Medicaid. To learn more visit [www.mtm-inc.net](http://www.mtm-inc.net).

#### **Pointer #7 Consider other public transportation options**

If you can reach a nearby Metro bus stop and your destination is on a Metro bus route, riding the bus may be an option to explore. If you cannot ride alone, you may be eligible for an ID card that allows your personal attendant to ride with you at no charge. If you would like to explore riding the

city bus, check out the Metro website: [www.mymetrobus.com](http://www.mymetrobus.com) or call Metro Transit Customer Service Center at 608-266-4466. Ask if they have orientation sessions that you could attend or ask about a referral for mobility training that might help you learn to ride the bus.

### **Pointer #8 Explore new options**

Here are few creative ideas:

- If you require support to be in the community and you hire your own staff, they may be reimbursed for mileage expenses.
- Explore services such as driver assisted trips, ride hailing apps with drivers you trust, transit companies that offer choice-of-driver options, and community shared vehicles with your own driver to create a unique solution to your transportation needs.
- If you are working with DVR, it might be possible to cover the cost of some rides to/from a new job with DVR funds.
- Find out how to set up and fund a personal ABLE savings account. Use funds in this account to help pay for rides.
- ‘Time Banking’ is a way to log your volunteer hours and then exchange them for rides.
- Don’t forget about walking, wheeling or riding a bike or trike to get to nearby destinations.

### **Pointer #9 Use planning tools provided in this booklet- *Quick Reference: Transportation Provider Options in Dane County for People with Developmental and Other Disabilities***

The purpose of this quick reference tool is to increase informed decision making in people with disabilities as they arrange for their transportation needs. This tool may be used independently, with the help of a caregiver, or with a team who supports the individual. Here’s how to get a copy of the booklet:

- Easy and paper-free reference at: <http://danecountyhumanservices.org/dd/a/trans.aspx>
- Printed copies are available at: ADRC of Dane County, 2865 N. Sherman Avenue, Madison, WI
- Electronic version (PDF) of this booklet may be emailed to you by contacting the Dane County Transportation Call Center at: [TransportationCallCenter@CountyofDane.com](mailto:TransportationCallCenter@CountyofDane.com)

The Transportation Independence Project (TIP) is funded in part by Dane County Department of Human Services, and the Federal Transit Administration (FTA) as authorized under 49 U.S.C. Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. Funds are made available by the Madison Area Transportation Planning Board (MPO), in cooperation with the Wisconsin Department of Transportation (WisDOT) and Metro Transit.