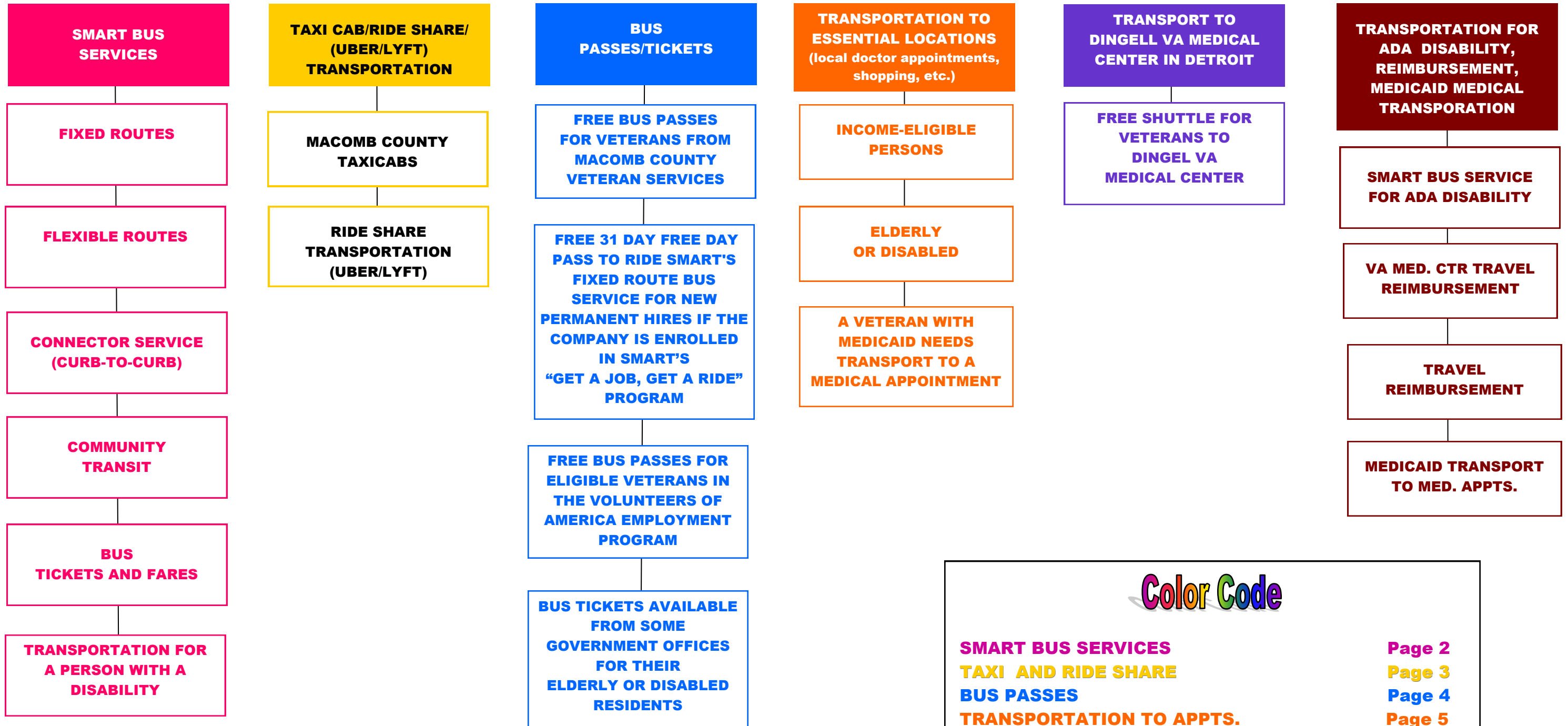


These flow charts were developed by the Macomb Veterans Action Collaborative (MVAC) and are posted at: <http://vets.macombgov.org/Vets-MacombVeteransActionCollaborative>

TRANSPORTATION SERVICES AVAILABLE FOR MACOMB COUNTY VETERANS

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or laura.rios@macombgov.org



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SMART BUS SERVICES

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FIXED ROUTE

Public transportation to destinations in Macomb, Oakland, and Wayne Counties. SMART Fixed Route buses pick up and drop off at designated bus stops on major corridor, community and cross-town routes. Some routes are limited stop and/or express routes.

Young people aged 6 through 18 years, adults over the age of 65, and people with disabilities are eligible to ride SMART buses for a reduced fare.

FLEXIBLE ROUTE

The Groesbeck Flex Route service is a same day service that can connect you to destinations not easily accessible by Fixed Route buses.

Board a Flex Route Connector bus at any designated bus stop (VerKuilen Building, Macomb Mall, Bel Air Shopping Center and Eight Mile at Van Dyke) or call SMART to make pick-up arrangements anywhere within the service area.

This service will get you to appointments, work or shopping destinations within the specified service area.

For pick-up or drop-off arrangements at locations other than the designated bus stops, call SMART Customer Service, (866) 962-5515.

CONNECTOR (CURB-TO-CURB SERVICE)

Connector is an advanced reservation, curb-to-curb service, operating Monday - Friday from 6:00 A.M. - 6:00 P.M.

Rides are available on a first-come, first-served basis and reservations are required.

A six day notice is recommended for medical appointments and a two-day notice for other destinations.

Call SMART Customer Service, (866) 962-5515.

COMMUNITY TRANSIT

Local communities partner with SMART to develop and operate Community Transit service uniquely designed to meet the needs of their residents.

For more details, contact your local community or click on SMART Services at www.smartbus.org

PASSES/TICKETS/FARES

For more information about bus passes, go to: www.smartbus.org/Fares/Buy-Passes

Reduced fare riders must present one of the following identification cards at the time of boarding:

- SMART reduced fare ID
- DDOT reduced fare ID pass card
- Valid State of Michigan ID or Driver's License (to verify age of youth or older adults)
- Medicare card (NOT Medicaid Card)
- School ID card with picture and date of birth

SMART reduced fare ID applications can be downloaded at smartbus.org or by calling SMART Customer Service, (866) 962-5515.

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CAB AND RIDE SHARE TRANSPORTATION SERVICES

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MACOMB COUNTY TAXI CAB SERVICES			
The fares were correct at the time of printing, verify the cost with the cab service before scheduling.			
AAA CAB CO	(586) 598-9898	Hours:	24 hours, 7 days a week
		Areas:	Macomb County
		Cost:	\$3.00 base price and \$2.50 per mile
		Reservations:	One hour notice preferred
A & A CAR AND TAXI	(586) 979-2224	Hours:	24 hours, 7 days a week
		Areas:	Any place north of 8 Mile
		Cost:	\$3.50 base price and \$2.60 per mile
		Reservations:	Two hours in advance
MT. CLEMENS CAB	(586) 598-9898	Hours:	24 hours, 7 days a week
		Areas:	Macomb County
		Cost:	\$3.00 base price and \$2.50 per mile
		Reservations:	One hour notice preferred
ROSEVILLE CAB	(586) 598-9898	Hours:	24 hours, 7 days a week
		Areas:	Macomb County
		Cost:	\$3.00 base price and \$2.50 per mile
		Reservations:	One hour notice preferred
SUBURBAN CAB	(586) 598-9898	Hours:	24 hours, 7 days a week
		Areas:	Macomb County
		Cost:	\$2.00 base price and \$1.80 per mile
		Reservations:	One hour or more notice preferred
STERLING HEIGHTS CAB	(586) 598-9898	Hours:	24 hours, 7 days a week
		Areas:	Macomb County
		Cost:	\$3.00 base price and \$2.50 per mile
		Reservations:	One hour notice preferred
UTICA CAB	(586) 598-9898	Hours:	24 hours, 7 days a week
		Areas:	Macomb County
		Cost:	\$3.00 base price and \$2.50 per mile
		Reservations:	One hour notice preferred

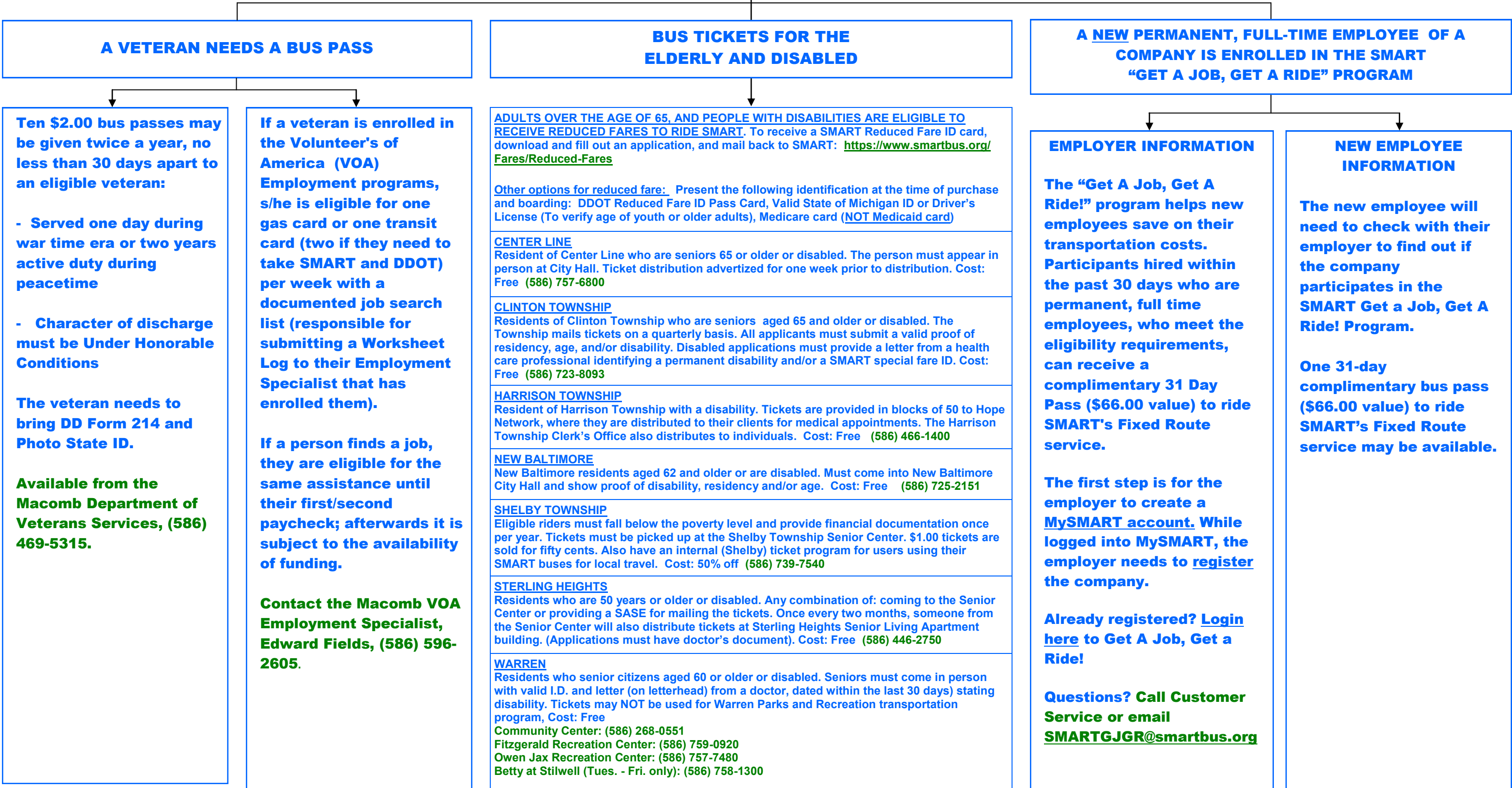
RIDE SHARE (UBER AND LYFT)
Get a taxi, private car or rideshare from your mobile phone. To register, go to https://www.uber.com/
Get a shared ride, personal ride, supersized ride, premier ride from your mobile phone. To register, go to https://www.lyft.com/cities/detroit

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FREE/DISCOUNTED BUS PASSES/TICKETS

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SMART BUS PASSES/TICKETS



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TRANSPORTATION TO ESSENTIAL LOCATIONS

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LOW-INCOME VETERAN NEEDS TRANSPORTATION

Transportation for income-eligible residents to essential locations such as hospitals, doctor's offices, DHHS, etc. Rides must be scheduled in advance.

Call Community Action Centers:

**Central Community Action Center
Mt. Clemens (586) 469-6964**

**North Community Action Center
New Haven (586) 749-5146**

**South Community Action Center
Warren (586) 759-9150**

A VETERAN WITH A HANDICAP NEEDS TRANSPORTATION

Transportation for person or persons with a handicap to doctor appointments, therapy, special events, etc. is available from Loving Touch Transportation whose primary service area is Southeastern Michigan.

Loving Touch Transportation (a for-profit organization) is a transportation service specializing in wheelchair and limited mobility individuals. Appointments at least 24 to 48 hours in advance. Service is available 24/7, including holidays. Cost: \$30 each way plus \$3.00 per mile (verify cost prior to scheduling).

Visit their website at:

<http://lovingtouchtransportation.com/>

A VETERAN HAS MEDICAID AND NEEDS A RIDE TO A LOCAL DOCTOR APPOINTMENT

Transportation to health care appointments for Medicaid clients is available from their Medicaid Health Care Plans. Clients are encouraged to contact their Health Plan and schedule transportation services ahead of time. NOT provided by HMOs are: trips for dental, substance abuse, or community mental health services.

Call the Medicaid Health Care Plan:

Coventry Care: (866) 782-8507

PHP - MM Family Care: (800) 661-8299

HealthPlus Partners: (800) 332-9161

Priority Health Government Programs: (888) 975-8102

McLaren Health Plan: (888) 327-0671

Total Health Care: (800) 826-2862

Meridian Health Plan: (888) 437-0606 United

Healthcare Community Plan: (800) 903-5253

Midwest Health Plan: (888) 654-2200

Upper Peninsula Health Plan: (800) 835-2556

Molina Healthcare of MI: (888) 898-7969

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FREE TRANSPORTATION TO DINGEL MEDICAL CENTER IN DETROIT FOR VETERANS

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A MACOMB COUNTY VETERAN WITH A CONFIRMED MORNING APPOINTMENT AT THE DINGEL VA MEDICAL CENTER IN DETROIT NEEDS FREE TRANSPORTATION

Transportation is available for Monday - Friday appointments only, scheduled before 11:30 A.M.

Wheelchair bound veterans can be accommodated Wednesday through Friday ONLY and must be able to get to the curb.

Pick-up locations:

- * Old Settlers VFW Post 4659, 8311 Wilson Drive, Shelby Township, MI 48316
- * Vietnam Veterans Chapter 154, 18025 Fifteen Mile Rd., Clinton Township, MI 48035
- * Vets Returning Home, 17955 Eleven Mile Rd., Roseville, MI 48066
- * Salvation Army, 42590 Stepnitz Drive, Clinton Township, MI 48036
- * VerKuilen Building, 21885 Dunham Road, Clinton Township, MI 48036

Be at the pick-up location by 7:00 A.M. (unless specified otherwise by your driver).

To be placed on the pick-up schedule, a transportation request must be received at least 48 hours in advance or 5 days in advance for veterans using wheelchairs.

To make an appointment, call Macomb Department of Veterans Services, (586) 469-5315 and have the following information ready:

- * **Veteran's name**
- * **Last 4 numbers of the veteran's social security number**
- * **Telephone number**
- * **Time of VA appointment**
- * **Pick-up location**

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TRANSPORTATION FOR ADA DISABILITY/ TRAVEL REIMBURSEMENT

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or laura.rios@macombgov.org

A PERSON WITH AN ADA CERTIFIED* DISABILITY IS UNABLE TO USE SMART'S FIXED ROUTE BUS SERVICE

Curb-to-curb service is provided for persons who, because of an ADA* disability, are unable to use SMART's Fixed Route bus service. In order to use this service the person must be ADA* certified.

For additional information and/or an application, contact SMART or visit their website at: <https://www.smartbus.org/Services/ADA-Service>

ADA disabilities include both mental and physical medical conditions. A condition does not need to be severe or permanent to be a disability. Equal Employment Opportunity Commission regulations provide a list of conditions that should easily be concluded to be disabilities: deafness, blindness, an intellectual disability (formerly termed mental retardation), partially or completely missing limbs or mobility impairments requiring the use of a wheelchair, autism, cancer, cerebral palsy, diabetes, epilepsy, Human Immunodeficiency Virus (HIV) infection, multiple sclerosis, muscular dystrophy, major depressive disorder, bipolar disorder, post-traumatic stress disorder, obsessive compulsive disorder, and schizophrenia. Other mental or physical health conditions also may be disabilities, depending on what the individual's symptoms would be in the absence of "mitigating measures" (medication, therapy, assistive devices, or other means of restoring function), during an "active episode" of the condition (if the condition is episodic).

A VETERAN WITH:

- A SERVICE-CONNECTED DISABILITY, OR
- ARE ON NON-SERVICE CONNECTED PENSION, OR
 - HAVE A C&P SCHEDULED EXAM, OR
 - ARE UNDER THE POVERTY THRESHOLD OF \$12,868

Reimbursement for travel to medical appointments (does not include picking up prescriptions or lab work).

For VA-provided transportation, qualified veterans have to fit two criteria:

1. Wheel-chair bound
2. Be either 30% service connected or higher, on A&A pension program, or below the \$12,868 (which is the single basic rate for veteran pension)

Veterans may apply for travel reimbursement by completing VA Form 10-3542 (Veteran/Beneficiary Claim for Reimbursement of Travel Expenses) posted at:

http://www.va.gov/healthbenefits/vtp/beneficiary_travel.asp#sthash.DtEbmjC2.dpuf

To get reimbursed: At check-in at the doctor appointment the veteran will receive a voucher

*C & P Short for "Compensation "Compensation and Pension") and is an exam performed by a VA salaried or contracted physician to document the current severity of a condition that is being considered for VA Disability and Department of Defense Disability. The C&P Exam is the first step of the VA Disability Process, and Step 3 of the Integrated Disability Evaluation System.

A PERSON WHO EARNS LESS THAN \$22,000/YEAR OR IS A SENIOR CITIZEN AGED 60 AND OLDER OR IS DISABLED LIVES IN WAYNE, OAKLAND, MACOMB OR MONROE COUNTIES

Mileage reimbursement for qualified persons. Riders recruit their own drivers who receive .45 per mile with a limit of 100 miles per month. Reimbursements are paid at the end of the month. Travel is possible between cities. Referrals given to other forms of transportation that are available.

Complete the online application request form and submit it. Available from Freedom Road Transportation. Freedom Road will then contact you for a phone interview.

ONLINE FORM: <http://freedomroadtransportation.org/apply/>

OR call freedom road transportation at (248) 232-1259 to start the application process.

IF QUALIFIED:

After the necessary application is completed and eligible for assistance is approved, the person will receive mileage reimbursement for their driver(s).

Arrangements for travel are made between the person and their volunteer driver, as mutually convenient. Records of travel are sent to Freedom Road at the end of each month to validate completed travel.

A PERSON WITH MEDICAID NEEDS TRANSPORTATION TO A HEALTH CARE APPOINTMENT

Transportation to health care appointments for Medicaid clients is available from their Medicaid Health Care Plans.

Clients are encouraged to contact their Health Plan and schedule transportation services ahead of time. NOT provided by HMOs are: trips for dental, substance abuse, or community mental health services.