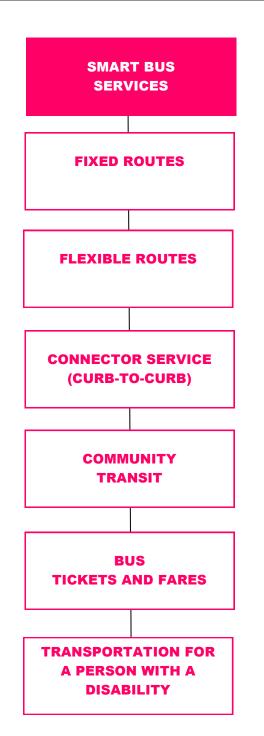
at: http://vets.macombgov.org/Vets- MacombVeteransActionCollaborative

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



TAXI CAB/RIDE SHARE/ (UBER/LYFT) TRANSPORTATION

MACOMB COUNTY TAXICABS

RIDE SHARE TRANSPORTATION (UBER/LYFT) BUS PASSES/TICKETS

FREE BUS PASSES
FOR VETERANS FROM
MACOMB COUNTY
VETERAN SERVICES

FREE 31 DAY FREE DAY
PASS TO RIDE SMART'S
FIXED ROUTE BUS
SERVICE FOR NEW
PERMANENT HIRES IF THE
COMPANY IS ENROLLED
IN SMART'S
"GET A JOB, GET A RIDE"
PROGRAM

FREE BUS PASSES FOR ELIGIBLE VETERANS IN THE VOLUNTEERS OF AMERICA EMPLOYMENT PROGRAM

BUS TICKETS AVAILABLE
FROM SOME
GOVERNMENT OFFICES
FOR THEIR
ELDERLY OR DISABLED
RESIDENTS

TRANSPORTATION TO
ESSENTIAL LOCATIONS
(local doctor appointments,
shopping, etc.)

INCOME-ELIGIBLE PERSONS

ELDERLY OR DISABLED

A VETERAN WITH
MEDICAID NEEDS
TRANSPORT TO A
MEDICAL APPOINTMENT

TRANSPORT TO
DINGELL VA MEDICAL
CENTER IN DETROIT

FREE SHUTTLE FOR
VETERANS TO
DINGEL VA
MEDICAL CENTER

TRANSPORTATION FOR ADA DISABILITY, REIMBURSEMENT, MEDICAID MEDICAL TRANSPORATION

SMART BUS SERVICE FOR ADA DISABILITY

VA MED. CTR TRAVEL REIMBURSEMENT

TRAVEL REIMBURSEMENT

MEDICAID TRANSPORT TO MED. APPTS.



SMART BUS SERVICES
TAXI AND RIDE SHARE
BUS PASSES
TRANSPORTATION TO APPTS.
TRANSPORT TO VA MED. CTR.
TRANSPORTATION/
MILEAGE REIMBURSEMENT

Page 2

Page 3

Page 4
Page 5

Page 6

Page 7

at: http://vets.macombgov.org/Vets- MacombVeteransActionCollaborative

SMART BUS SERVICES

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or

laura.rios@macombgov.org

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 pickup 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 firstcome, 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 <u>smartbus.org</u> or by calling SMART Customer Service, (866) 962-5515.

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

CAB AND RIDE SHARE TRANSPORTATION SERVICES

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or

laura.rios@macombgov.org

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: Areas: Cost: Reservations:	24 hours, 7 days a week Macomb County \$3.00 base price and \$2.50 per mile One hour notice preferred
A & A CAR AND TAXI	(586) 979-2224	Hours: Areas: Cost: Reservations:	24 hours, 7 days a week Any place north of 8 Mile \$3.50 base price and \$2.60 per mile Two hours in advance
MT. CLEMENS CAB	(586) 598-9898	Hours: Areas: Cost: Reservations:	24 hours, 7 days a week Macomb County \$3.00 base price and \$2.50 per mile One hour notice preferred
ROSEVILLE CAB	(586) 598-9898	Hours: Areas: Cost: Reservations:	24 hours, 7 days a week Macomb County \$3.00 base price and \$2.50 per mile One hour notice preferred
SUBURBAN CAB	(586) 598-9898	Hours: Areas: Cost: Reservations:	24 hours, 7 days a week Macomb County \$2.00 base price and \$1.80 per mile One hour or more notice preferred
STERLING HEIGHTS CAB	(586) 598-9898	Hours: Areas: Cost: Reservations:	24 hours, 7 days a week Macomb County \$3.00 base price and \$2.50 per mile One hour notice preferred
UTICA CAB	(586) 598-9898	Hours: Areas: Cost: Reservations:	24 hours, 7 days a week Macomb County \$3.00 base price and \$2.50 per mile 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

at: http://vets.macombgov.org/Vets- MacombVeteransActionCollaborative

FREE/DISCOUNTED BUS PASSES/TICKETS

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or

laura.rios@macombgov.org

A NEW PERMANENT, FULL-TIME EMPLOYEE OF A

COMPANY IS ENROLLED IN THE SMART

"GET A JOB, GET A RIDE" PROGRAM

SMART BUS PASSES/TICKETS

A VETERAN NEEDS A BUS PASS

Ten \$2.00 bus passes may be given twice a year, no less than 30 days apart to an eligible veteran:

- Served one day during war time era or two years active duty during peacetime
- Character of discharge must be Under Honorable Conditions

The veteran needs to bring DD Form 214 and Photo State ID.

Available from the Macomb Department of Veterans Services, (586) 469-5315.

If a veteran is enrolled in the Volunteer's of America (VOA)
Employment programs, s/he is eligible for one gas card or one transit card (two if they need to take SMART and DDOT) per week with a documented job search list (responsible for submitting a Worksheet Log to their Employment Specialist that has enrolled them).

If a person finds a job, they are eligible for the same assistance until their first/second paycheck; afterwards it is subject to the availability of funding.

Contact the Macomb VOA Employment Specialist, Edward Fields, (586) 596-2605.

BUS TICKETS FOR THE ELDERLY AND DISABLED

ADULTS OVER THE AGE OF 65, AND PEOPLE WITH DISABILITIES ARE ELIGIBLE TO RECEIVE REDUCED FARES TO RIDE SMART. To receive a SMART Reduced Fare ID card, download and fill out an application, and mail back to SMART: https://www.smartbus.org/ Fares/Reduced-Fares

Other options for reduced fare: Present the following identification at the time of purchase and boarding: 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)

CENTER LINE

Resident of Center Line who are seniors 65 or older or disabled. The person must appear in person at City Hall. Ticket distribution advertized for one week prior to distribution. Cost: Free (586) 757-6800

CLINTON TOWNSHIP

Residents of Clinton Township who are seniors aged 65 and older or disabled. The Township mails tickets on a quarterly basis. All applicants must submit a valid proof of residency, age, and/or disability. Disabled applications must provide a letter from a health care professional identifying a permanent disability and/or a SMART special fare ID. Cost: Free (586) 723-8093

HARRISON TOWNSHIP

Resident of Harrison Township with a disability. Tickets are provided in blocks of 50 to Hope Network, where they are distributed to their clients for medical appointments. The Harrison Township Clerk's Office also distributes to individuals. Cost: Free (586) 466-1400

NEW BALTIMORE

New Baltimore residents aged 62 and older or are disabled. Must come into New Baltimore City Hall and show proof of disability, residency and/or age. Cost: Free (586) 725-2151

SHELBY TOWNSHIP

Eligible riders must fall below the poverty level and provide financial documentation once per year. Tickets must be picked up at the Shelby Township Senior Center. \$1.00 tickets are sold for fifty cents. Also have an internal (Shelby) ticket program for users using their SMART buses for local travel. Cost: 50% off (586) 739-7540

STERLING HEIGHTS

Residents who are 50 years or older or disabled. Any combination of: coming to the Senior Center or providing a SASE for mailing the tickets. Once every two months, someone from the Senior Center will also distribute tickets at Sterling Heights Senior Living Apartment building. (Applications must have doctor's document). Cost: Free (586) 446-2750

<u> WARREN</u>

Residents who senior citizens aged 60 or older or disabled. Seniors must come in person with valid I.D. and letter (on letterhead) from a doctor, dated within the last 30 days) stating disability. Tickets may NOT be used for Warren Parks and Recreation transportation program, Cost: Free

Community Center: (586) 268-0551

Fitzgerald Recreation Center: (586) 759-0920 Owen Jax Recreation Center: (586) 757-7480 Betty at Stilwell (Tues. - Fri. only): (586) 758-1300

EMPLOYER INFORMATION

The "Get A Job, Get A Ride!" program helps new employees save on their transportation costs. Participants hired within the past 30 days who are permanent, full time employees, who meet the eligibility requirements, can receive a complimentary 31 Day Pass (\$66.00 value) to ride SMART's Fixed Route service.

The first step is for the employer to create a MySMART account. While logged into MySMART, the employer needs to register the company.

Already registered? Login here to Get A Job, Get a Ride!

Questions? Call Customer Service or email SMARTGJGR@smartbus.org

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NEW EMPLOYEE

INFORMATION

The new employee will need to check with their employer to find out if the company participates in the SMART Get a Job, Get A Ride! Program.

One 31-day complimentary bus pass (\$66.00 value) to ride SMART's Fixed Route service may be available.

at: http://vets.macombgov.org/Vets- MacombVeteransActionCollaborative

TRANSPORTATION TO ESSENTIAL LOCATIONS

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or

laura.rios@macombgov.org

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 APPOINTEMENT

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

FREE TRANSPORTATION TO DINGEL MEDICAL CENTER IN DETROIT FOR VETERANS

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or

laura.rios@macombgov.org

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 <u>at least 48 hours in advance or 5 days in advance for veterans using wheelchairs</u>.

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

at: http://vets.macombgov.org/Vets- MacombVeteransActionCollaborative

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.