



**Lower Arkansas Valley Area Agency on Aging (LAVAAA)  
Volunteer Non-Emergency Medical Transportation (NEMT)**

**Program Information and Application Packet**

**LAVAAA/NEMT Transportation Office: (719) 383-3164**

**Postal Mail:**

**Otero County (LAVAAA/NEMT)  
13 W 3<sup>rd</sup> St, Room 110  
La Junta, CO 81050**

**Email: [jay.alexander@state.co.us](mailto:jay.alexander@state.co.us)**

**FAX: 719-383-4607**

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## Client Eligibility and Responsibilities

Otero County Department of Human Services will make every effort to provide economic assistance to individuals to maintain their activities of daily living and physical well-being within the limits of local, state, and federal policies.

Otero County is dedicated to the principles of equal opportunity. Otero County prohibits unlawful discrimination against applicants based on race, sex, color, religion, age, national origin, disability, genetic information, sexual orientation, veteran or marital status, or any other status protected by applicable law.

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. Otero County expects applicants to make a complaint within 5 working days to enable the County to investigate and correct any behavior that may violate this policy.

Report the incident to an elected official/department head and/or Human Resources (EEO/ADA), who will investigate the matter and take corrective action, as necessary. Your complaint will be kept as confidential as practicable. Reasonable efforts will be made to maintain the confidentiality of everyone involved in any investigation.

LAVAAA/NEMT **CANNOT** provide non-emergency medical transportation services for individuals who are eligible for Health First Colorado (Medicaid) transportation services. Support programs for Health First Colorado (Medicaid) clients are provided by a Health First Colorado (Medicaid) provider selected by the client.

All ride requests must be made by the client by calling the transportation office (719) 383-3164. No rides can be scheduled by volunteer drivers at any time. Transportation office hours are Monday - Friday from 8:00 am to 1:00 pm. The LAVAAA/NEMT program is available for scheduled doctor's appointments and authorized quality-of-life appointments **if the client has no other means of transportation.**

We accept donations and gifts to contribute towards the cost of services and to support our efforts. Every dollar we receive goes back into the programs and services. Donations are voluntary and are not required to receive services.

Donations should be made payable to **LAV NEMT**

You can send donations to LAVAAA 13 W 3rd, Room 110 La Junta, CO 81050

The LAVAAA/NEMT program application **must be completed** in its entirety and returned with any required accompanying documentation to determine program eligibility. Do not leave any area blank that addresses you as the applicant. CSBG-funded rides are income-based, and evidence of income must be provided along with the completed application to determine eligibility for this grant. Evidence of income is **mandatory** for all CSBG applicants.

**All requests for rides** should be called in as soon as the appointment date and time are received and **must** be made **at least 7 days before the appointment**. Changes in appointments, i.e., cancellations, time changes, location changes, or any special requirements must be reported to the Transportation Coordinator at: (719) 383-3164. You must also inform your driver of any changes.

All veterans **MUST** complete and agree to the American Legion Post #9 Statement of Understanding and Authorization. **Veterans using the Veterans Transportation Network are not eligible to collect travel reimbursement from the VA.** Volunteer drivers cannot request or receive any monies from the veterans that they are transporting.

Veterans may donate to the LAVAAA/NEMT program.

Donations should be made payable to:

**American Legion Post #9**

Donations should be sent to:

Rick Ward - Veteran Service Officer

13 W 3<sup>rd</sup> St., Room 110

La Junta, CO 81050

This ensures no pressure has been placed on any veteran to donate, and that there is NO cash exchanged between the drivers and the veteran receiving transportation services.

**Client Requirements:**

- It is the client's responsibility to contact the LAVAAA/NEMT office at (719) 383-3164 to schedule ride requests.
- You must provide the date, time, name of clinic, clinic address, and city for all ride requests.

- You must provide the length of time your appointment is scheduled to last. Ask your provider if you are sure.
  - Clients cannot exceed the maximum allowable \$1,000 limit for ride requests in a fiscal year.
  - Drivers will contact clients no later than the day before their scheduled ride.
  - Clients are not to call a driver directly to schedule transportation.
  - Clients must have a working contact number so that a volunteer driver and/or LAVAAA/NEMT staff can contact them.
  - If you miss a call, you are responsible for returning the missed call.
  - Your ride request can be canceled for failure to comply with returning staff and/or driver calls.
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- It is the responsibility of the client to contact the transportation office as soon as possible regarding any changes or cancellations of their appointments.
  - It is the responsibility of the client to notify their driver of any cancellations or changes to their appointment.
  - Clients MUST be able to walk unassisted to and from the vehicle, their residence, and the medical facility and MUST be able to self-transfer if using a wheelchair or walker.
  - If a client needs assistance, they are responsible for arranging for someone to accompany them to provide that assistance. This information is to be provided at the time the ride request is made.
  - All clients must wear their seatbelts at all times.
  - Do not request that a driver take you on personal errands.
  - Drivers are volunteering their time and vehicle to help clients get to medical appointments.
  - Do not smoke in any driver's car unless they offer that as an option.
  - Alcohol, firearms, drugs, foul or offensive language, and illegal substances or items are not allowed for drivers or passengers. The driver has the responsibility to refuse transportation to anyone engaging in the above. Veterans are responsible for reporting any driver for violation of any of the above.
  - **If it is medically necessary**, clients may request to have someone ride with them to their medical appointment.
  - **Clients are required** to make this request when they call to request a ride.

#### **Driver Restrictions:**

- Drivers cannot schedule ride requests, do not ask them to do this.
- Drivers cannot lift clients into or out of a wheelchair. Clients must be able to self-transfer.
- Drivers cannot provide transportation to clients that are under the age of 18 unless a parent or legally responsible adult accompanies them.
- Clients under the age of 18 must also have a completed application on file and be determined eligible for the transportation program.

- Drivers are not required to make non-medical related stops.
- Drivers are only reimbursed for the mileage shown on the ride request.

### **Safety: Wheelchairs/Walkers**

- Drivers are NOT allowed to transfer clients into or out of a wheelchair or a walker. Clients must be able to self-transfer.
- Clients should be able to lock the wheels on their chair or walker to ensure their safety before making the transfer from the chair/walker into the vehicle, and again from the vehicle to the chair/walker.
- Clients who are unable to self-transfer must inform the transportation office AND provide someone to accompany them who can assist with transferring into and out of the chair/walker and vehicle.
- If a driver arrives at home and discovers that the client is unable to self-transfer, the driver will inform the client that someone must accompany them to assist them.
- If the client is unable to provide someone to accompany and assist them, the driver will NOT move forward with the ride request; the ride request is CANCELED.
- The driver is to contact the transportation office immediately and inform staff and staff will reach out to the client to discuss the canceled ride request.
- LAVAAA does NOT cover any risks a driver assumes by violating this policy and violation of this policy can result in discipline and/or termination.

### **Shared Rides:**

- There are times when due to driver availability, proximity and time of client appointments, and/or limited funding LAVAAA/NEMT staff will determine the need for a shared ride to fulfill open ride requests.
- Working with the volunteer drivers and clients to fulfill ride requests will at times involve clients being willing to share a ride with other clients.
- If a client is unwilling to share a ride when needed, this may result in the ride request not being filled.

### **Scheduling Ride Requests:**

- LAVAAA/NEMT staff work to fulfill all ride requests as long as funding is available, and volunteer drivers are available.
- Requests for rides are scheduled every Tuesday morning during the volunteer driver call.
- All open ride requests from Wednesday of the same week to Wednesday of the following week are discussed and attempted to be filled.
- You may call the transportation office after 10:00 am to request feedback on the status of your ride request.

- The transportation staff will contact you if a volunteer driver has not been secured for your ride request and provide you with information on the next steps to attempt to secure a driver for your ride request.

**LAVAAA Donations:**

- We accept donations and gifts to contribute towards the cost of services and to support our efforts. Every dollar we receive goes back into the programs and services. Donations are voluntary and are never required to receive transportation services.

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