

## Sources of Funds / Supporters

The services offered by the LaGrange County Council on Aging are made possible because of various funding sources. Federal and State dollars are assigned through agreements with Aging and In Home Services of Northeast Indiana. These funds consist of SSBG, Choice, Medicaid Waiver and IIIB. INDOT provides financial assistance for capital purchases through sections 5310 with a requirement for local matches. Section 5311 provides funds for operations for the public/rural transportation programs. In addition, the LaGrange County Commissioners provide financial assistance for transportation. Other local organizations provide general financial support to the LaGrange County Council on Aging. Grants and funds have been donated by Parkview LaGrange Hospital, LaGrange County Community Foundation, IU Health System, LaGrange County REMC-Operation Round Up, LaGrange United Fund, many local churches, businesses and individuals.



P.O. Box 107, 125 W Fenn Street, Suite 400  
LaGrange, IN 46761  
260-463-4161

or Relay Indiana for Hearing Impaired 1-800-743-3333  
Email: questions or concerns to Cheri Perkins  
cperkins@lagrangecoa.org



We would like to welcome you to the LaGrange County Area Transportation Program. Throughout this guide you will find helpful information regarding transportation, companions, trip information, cancellations, guidelines and Medicaid trips.

### Service Area

The LaGrange County Area Transit service is available anywhere throughout LaGrange County and outside of the county within a 60 mile radius. Normal hours of operation of 5-5, but we will make exceptions for medical and recurring trips.

### History / Mission/Vision

The LaGrange County Council on Aging is a not-for-profit agency that was established in 1975. The LaGrange County Council on Aging mission is to be a provider and resource for services that improve the quality of life for older adults of LaGrange County and enable them to retain their independence, including providing accessible public transportation for all residents of the county. Services are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry.  
Vision: The LaGrange County Council on Aging's vision is to enrich the quality of life for every LaGrange County senior citizen by serving as a leader and catalyst for programs, education, and services that foster independence.

[www.lagrangecoa.org](http://www.lagrangecoa.org)

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### Making a Reservation

Call LaGrange County Council on Aging at 463-4161 between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday. Reservations should be made at least 48 hours in advance for in county trips and 5 days for out of the county trips! This advance notice does not guarantee availability, but does make it more likely. Please call as soon as you know that you will need transportation to an appointment. Several weeks notice is wonderful and often essential especially for out of town trips.

*LaGrange County Area Transit operates on a demand-responsive system, which means all reservations are made on a first come first serve basis.* Please mention all needed stops at the time of scheduling, and all passengers. Requests for any unscheduled stops are usually difficult to work in. Such an exception might be to fill a prescription following a visit to the doctors office. We do our best to be accommodating, but on some days, it may be very difficult. If there are no openings for the time requested you may be offered an alternate time, as close as possible to the original request.

### Please be ready to provide:

- Your Name, Pickup address, & Phone number
- Time of your scheduled appointment
- Destination (address & phone number required)
- Time you want to be picked up for return trip
- If mobility device or wheelchair will be used
- Whether anyone else will be riding with you
- Medicaid # (if you are a Medicaid recipient)

All new riders, must provide information for a registration form used for reporting purposes.

Medical appointment transportation for patients of long term care nursing facilities in LaGrange County and hospital patients being transferred from one facility to another can be arranged, but may require an attendant. If necessary.

Personal Care Attendants: should accompany a rider if necessary. The agency has the right to request an aide if they believe the client needs assistance. You must inform the coordinator when scheduling transportation if an aid will be present.

To Schedule call: 260-463-4161

Service Animals: Guide dogs and other service animals are allowed to accompany you if this need is indicated in your customer file. The animal must be leashed or harnessed the entire trip. The animal must not pose a threat to any passenger or the van operator. The animal shall not block or in any way obstruct aisles or doorways.

Clients Transported w/ Oxygen: The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. For safety reasons the rider must maintain control of the bottle themselves. If this is not possible, the rider shall provide a personal care attendant to perform this task.

### **How do I change or cancel a reservation?**

If you must cancel an appointment or scheduled pick up, please give the office a call as soon as possible. 24 hours advanced notice is strongly suggested, when possible. The schedules are printed by 2:00 p.m. for the following day, please keep this in mind if changes need to be made for the following day. PLEASE do not wait until the van arrives at your door to cancel the trip. (You may be responsible for the scheduled fee associated with your trip. Three or more subsequent cancellations may result in losing future transportation privileges) We understand emergency's can arrive, for those situations after hours, you may call the office @ 260-463-4161 and leave a message.

### **LaGrange County Council on Aging Client Termination/Appeal Process:**

The LaGrange County Council on Aging reserves the right to terminate any client and/or deny service to any potential or current client who willfully disregards the guidelines set up for the program which serves them. Such behavior may include, but not limited to the following:

- Sexual harassment or misconduct of any kind toward an employee or client.
- Continuous pattern of missed appointments, especially when no notification is given to an employee of the Council on Aging office.
- Failure to pay when invoiced for services rendered.
- In the event that services are terminated, the client is given the opportunity to appeal this decision to the Council on Aging administration.

*Note:* Cautionary contact will be made by phone or in person. Actual termination will be done in writing within seven (7) days of non-compliance of verbal warning.

Complaint or compliment: call 463-4161

### **MEDICAID TRANSPORTATION**

The Council on Aging is a traditional Medicaid transportation provider. We are not contracted with Risk Based managed Care or any other Medicaid programs. Please be sure to let the coordinator know such information when scheduling your appointment. We will need to have a Medicaid number to file for reimbursement. The driver will have a verification sheet for you and your doctor to sign. The amount that Medicaid says you must pay for trips is deducted from the amount we receive for your Medicaid trip. *Medicaid will only cover Medical trips. Medicaid passengers are required to pay their co-payment.*

*If you have a spend down and Medicaid does not cover your trip you may be billed the following month for fees.*

#### **Medicaid Rates:**

Ambulatory \$8.50 each way

Non-ambulatory \$18 each way

Mileage- \$1.13 per mile over 10 miles

Wait time \$4.25 per 1/2 after the first hour, only applicable to trips over 50 miles each way.

#### **FEES**

##### **Senior In County Suggested Donations**

Local trips in LaGrange \$6.00  
Shipshewana, Topeka, Wolcottville,  
etc. \$12.00

These are suggested amounts and every little bit helps. Senior Citizens will not be denied service due to the inability to pay.

##### **Public Transportation Rates for those under 60**

Local trips 0 – 4 \$3.00 each way  
Local trips 5—9 miles \$6.00 each way  
Local trips 10—15 miles \$9 each way  
Local trips 16—20 miles \$11 each way

##### **Out of County Transportation**

Outside of the county for medical trip  
up to 35 miles \$35 per trip  
over 35 miles \$70 per trip

One attendant will be allowed to accompany on trip at n/c. when it is medically necessary to have a caregiver.

Fees must be paid at time of service unless prior arrangements have been made. Please have proper change.

**Please keep in mind that we try to run on time and try to accommodate your schedule requests, but sometimes it is necessary that we alter your pick up time within 15 mins. Please be ready at least 15 mins. Before your scheduled time to insure we can service as many people as possible. In the winter if your driveway is not plowed and the driver thinks he will risk getting stuck, they have been instructed to not attempt to pull in the driveway. They will wait at the end of your driveway to pick you up.**

### **Public Notice of Rights Under Title VI of the Civil Rights Act of 1964 for LaGrange County Council on Aging/LCAT**

**LaGrange County Council on Aging/LCAT** operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the LaGrange County Council on Aging/LCAT. For more information on LaGrange County Council on Aging/LCAT's civil rights plan and the procedures to file a complaint contact Cheri Perkins, 260-463-161 or 800-743-3333 for TTY. Or visit our office @ 125 W Fenn St, Suite 400, LaGrange, IN for more information. Information is available at lagrangecoa.org. If info is needed in another language please contact Cheri Perkins at 260-463-4161 or at the LaGrange County Council on Aging office or website as listed above.