

FEEES

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! Please have proper change.

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 safe accessible safe 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.

MEDICAID TRANSPORTATION

The Council on Aging is a traditional Medicaid transportation provider. We are contracted with LCP and Logisticare for other Medicaid programs. You will have to schedule these trips through your provider in order for the trip to be paid for. 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 Medicaid rates the following month for fees!*

Medicaid Rates:

Ambulatory \$10.00 one way
Non-Ambulatory \$20.00 one way
Mileage~\$1.25 per mile over 10 miles
Waiting time \$4.25 per 1/2 hour after the first



**Phone: 260-463-4161 or Relay
Indiana for Hearing Impaired
1-800-743-3333**



LAGRANGE COUNTY AREA TRANSIT
"Your Public Transportation Provider"

P.O. Box 107, 410 E Central Avenue
LaGrange, IN 46761
260-463-4161 or Relay Indiana for Hearing
Impaired 1-800-743-3333

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.

The LaGrange County Council on Aging Staff and Board of Directors sincerely hope this guide answers any questions you may have. Should you require additional information please do not hesitate to call us at 260-463-4161.



Lagrangecoa.org

Service Area

The LaGrange County Area Transportation Service is available throughout LaGrange County and within an approximate 60 mile radius. We transport for any reason. Normal hours of operation are 5-5, but we do make exceptions for medical trips and recurring trips. The last appointment out of the county will be 3:00 pm and within the county will be 4:00 pm.

Making a Reservation

Call LaGrange County Council on Aging at 260-463-4161 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. We are also a door to door transportation service. We are not allowed to enter through a doorway to assist passengers. 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. We are currently only able to transport dialysis patients to the Kendallville dialysis center.

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.

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.

Service Animals: Guide dogs and other service animals are allowed to accompany you if this need is indicated on your application or is stated in your file. The animals 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. We do have oxygen securements if needed, please let us know when making reservations that you need one.

How do I change or cancel a reservation?

If you must cancel an appointment, please give the office a call as soon as possible. 48 hours advanced notice is strongly suggested, if possible. PLEASE do not wait until the van arrives at your door to cancel the trip. Our van drivers are paid hourly and get paid from the time they leave

the office until they return to the office. You may be required to pay charges for cancelled trips not within 48 hours. Passengers repeatedly canceling without a 48 hour notice may risk losing future transportation privileges.

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.

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 and 5311 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, , Goshen Health System, LaGrange County REMC-Operation Round Up, United Fund, many local churches, businesses and individuals.