

## Matthew 25 Patient Transportation Agreement

Matthew 25 AIDS Services believes in your holistic health care. It is difficult to take care of your illness if you are unable to keep your appointments due to lack of transportation. We will assist you in finding transportation assistance to medical appointments based on your location and qualifications.

### Transportation assistance could be, but is not limited to:

1. Medicaid transport systems: Medicaid varies by state. Each Medicaid transport system has specific requirements. Ask your Medical Case Manager (MCM) for assistance.
2. Bus tokens for local transit: Matthew 25 can obtain tokens for Henderson, Owensboro, and Bowling Green in Kentucky and Evansville, Indiana.
3. Gas cards: Gas cards can be used to pay for transport provided by you, a friend, or family member.
4. Assistance booking Taxis or Uber Health: Contact MCM, Care Coordinator (CC), Linkage to Care, or a Community Services Team-member.
5. Transportation provided by a volunteer, shuttle service, or a Matthew 25 employee.

### Patient Responsibilities:

#### If transportation is provided with bus tokens or gas cards:

1. Matthew 25 is **not** responsible for lost or stolen bus tokens or gas cards.
2. Gas cards **MUST** be requested 7 days prior to your appointment if they are mailed to your home.
3. Gas cards obtained at an office location, **MUST** be requested 2 days prior to pick up.
4. You must return gas card receipts and proof of appointment attendance to your MCM before being able to receive future gas cards.
5. If gas cards are declined at the pump, you must provide proof before any replacement cards will be issued.

#### If Matthew 25 is providing transportation by driver, shuttle or Uber.

1. If you have a pick up time before 9AM and need to cancel, call the On-Call phone at 270-860-1287. For other cancellations, provide 24 hours' notice by calling the nearest Matthew 25 office.
2. Matthew 25 will only provide transportation to medical and dental appointments, as well as Matthew 25 activities.
3. Schedule transportation as soon as you are aware of your next appointment. Transportation **MUST** be made 7 days prior to the appointment. Later notice means we cannot guarantee transportation; on a first-come, first-serve basis.
4. Contact your MCM, the Community Services Coordinator (CSC), or Director of Community Services (DCS) to make changes to your arranged transportation.
5. If you have more than 2 incidents of last minute changes before your scheduled pick-up time, you'll likely be put on probation; Matthew 25 will not provide transport to you for 6 months.
6. Be respectful of drivers and fellow patients.
7. No smoking in any Matthew 25 vehicle.
8. Clean up after yourself and take all personal belongings when exiting the vehicle. Matthew 25 is not responsible for your personal property.

9. Understand drivers have signed confidentiality forms and are obligated to keep your information confidential.

10. Report any transportation issues to the Director of Community Services at our Henderson location.

I understand that any violation of the above policy can result in a 6-month probation from the transportation program, during which Matthew 25 will not transport me. When the 6-month probation period is complete, I will be able to receive transportation from Matthew 25 again. If I choose to disregard this policy again, I will be removed from the transportation program at Matthew 25.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient ID# (office use only)

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