



TRANSPORTATION

This information is always subject to change. It's always best to call the organization to confirm that the information provided reflects their criteria and availability.

What you need to know before scheduling a ride:

- Patients must be able to walk and get themselves in and out of vehicles without assistance.
- Volunteer drivers provide rides to non-emergency medical appointments or cancer treatments only.
- Volunteer drivers are not guaranteed for every trip; therefore, there must be a back-up plan.
- Have the following information available as they may ask when scheduling rides:
 - Your contact information: name, date of birth, address, and phone number
 - Type of cancer
 - Date and times of treatments/appointments (how long the appointments last, including wait time and when treatments will finish)
 - Name and address of treatment center/physician office you are going to
 - If you have any escorts or caregivers going with you
 - If you use any assistive devices such as a cane, walker, rollator or wheelchair
- Some transportation resources may only provide one ride per week.

OPTIONS TO CONSIDER:

American Cancer Society – Road to Recovery

1-800-227-2345, option 1 or
1-888-227-6333

[www.cancer.org/treatment/
supportprogramsservices/
road-to-recovery](http://www.cancer.org/treatment/supportprogramsservices/road-to-recovery)

They require four business days' notice prior to schedule a ride.

Insurance-specific transportation such as Medicaid/Logisticare, Optima, Humana, Anthem transport

Medicaid/Logisticare — 1-866-386-8331

Optima Family Care — 1-877-892-3986

Healthkeepers — 1-877-892-3988

Humana Medicaid — 1-844-374-9159

Humana Medicare — 1-866-588-5122

They will need three business days' notice – patients with open-ended trip should call 1-866-588-5123 for pickup.

Check the back of your insurance card for transportation resources details or call member services.

- Five business days' notice is required for routine trips for medical appointments.
- Prior notification is required if a wheelchair-accessible ride is needed.

HAMPTON ROADS: SOUTHSIDE

Lee's Friends

757-440-7501

www.leesfriends.org/services.htm

They will need seven days notice and appointments must be between 9 a.m. and 2 p.m.

Senior Services of Southeastern Virginia (SSEVA) – I-Ride

757-222-4513 — Norfolk, Portsmouth, Chesapeake, Virginia Beach

757-516-8556 — Franklin, Suffolk, Isle of Wight and the Western Tidewater area

Office hours: Mon.-Fri., 8 a.m. to 3 p.m.

www.sseva.org/services/transportation.shtml

Medical rides for seniors 60+ and individuals with disabilities.

- If you need a ride to a doctor or other medical transportation, please call ahead to schedule.
- Rides are qualified based on customer's age, Medicaid recipient or not, and other criteria.
- A voluntary contribution of \$4 is suggested for non-Medicaid qualified riders.
- Two weeks' notice requested, if possible. Prior notification required if a wheelchair-accessible ride is needed.

HAMPTON ROADS: SOUTHSIDE CONT'D.

HRT Hampton Roads Transit/ Para-transit

757-222-6087

757-222-6100 — HRT Customer Service
gohrt.com/services/paratransit

Office hours: 8 a.m. to 4 p.m.

- Patient must complete eligibility paperwork and have an in-person interview to see if they qualify — this process can take up to four weeks.
- Fare is \$3.50 per one-way ride and rides must be scheduled 3-5 days in advance.
- Prior notification required if a wheelchair-accessible ride is needed.

Catholic Charities of Eastern Virginia

757-456-2366

www.cceva.org

Community Assistance and Resources for Seniors (CARES) — Catholic Charities of Eastern Virginia matches trained volunteers with seniors (60+) and may be able to provide transportation to medical appointments, the grocery store, pharmacy and/or the bank.

- Patients must call to be pre-screened.

HAMPTON ROADS: PENINSULA

Peninsula Agency on Aging

757-873-0541 — Newport News,

Hampton, Poquoson or York County area

Office hours: Mon.-Fri., 8:30 a.m. to 5 p.m.

757-345-6166 — Williamsburg and James
City County

Office hours: Mon.-Fri., 9 a.m. to 3:30 p.m.

www.paainc.org

PAA provides transportation for elderly and disabled individuals to adult daycare centers, medical facilities, and to other activities sponsored by PAA.

- Patients must be over 60, have no other means of transportation, not be covered by Medicaid, and unable to afford private transportation.
- A minimum of seven days advance notice is needed.
- Will only provide one ride per week.
- Patients must call to be pre-screened.

HRT Hampton Roads Transit/Paratransit

757-222-6087

757-222-6100 — HRT Customer Service

Office hours are 8 a.m. to 4 p.m.

gohrt.com/services/paratransit

- Patient must complete eligibility paperwork and have an in-person interview to see if they qualify — this process can take up to four weeks.
- Fare is \$3.50 per one-way ride.
- Rides must be scheduled 3-5 days in advance.
- Wheelchair accessible, prior notification needed.

Catholic Charities of Eastern Virginia

757-875-0060 | www.cceva.org

- Community Assistance and Resources for Seniors (CARES) — Catholic Charities of Eastern Virginia matches trained volunteers with seniors (60+) and may be able to provide transportation to medical appointments, the grocery store, pharmacy and/or the bank.
- Patients must call to be pre-screened.

Williamsburg Faith in Action

757-258-5890 | wfia.org/what-we-do

WFIA provides transportation to seniors (60+), chronically ill and disabled adults living in Williamsburg, James City County and the Bruton District of York County (Greater Williamsburg Area).

- Call to submit a request for service.
- For ALL new care receivers, an in-home intake visit is required prior to any services being provided.
- Transportation requests must be received at least two to three full business days in advance for local trips and at least five full business days in advance for out-of-town trips (Newport News, Richmond).

