



Community Rides Service Guide

Revision 3

May 25, 2024

Service Overview

1. Overview: The Alliance for Community Transportation (ACT) has developed a coordinated transportation network that works to improve access to healthcare for older adults and individuals with disabilities. Community Rides provides non-emergency medical transportation (NEMT) to eligible riders within the region. The transportation will be provided by a provider that has been vetted and approved by ACT.

ACT requests a suggested donation of \$3 per leg of a ride.

2. Service Area: Trips are provided within the ACT region (RCC 10) communities. This region extends from Newton to Wakefield and from Northwood to Portsmouth.

3. Service Days & Hours: The service is operated on weekdays, between 6:00 AM – 7:00 PM. Service is not provided on the following holidays: New Year’s Day, MLK Jr./Civil Rights Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve Day, and Christmas Day.

4. Application: Apply for Community Rides using the TripLink Common Application.

Service Details

Client Eligibility

1. Clients must be an older adult **or** have a qualifying disability.

a. Older Adult: At least 60 years old

b. Qualifying Disabilities:

i. 70% disability determination by the US Dept. of Veterans Affairs (VA)

ii. Medicare eligibility

iii. Disability determination by the Social Security Administration (SSA)

iv. Diagnosis of a Severe Mental Illness (SMI) or Severe and Persistent Mental Illness (SPMI)

- v. A disability that prevents someone from riding in a vehicle without accessibility features

c. Recertification Timelines

- i. Temporary: If your eligibility documentation includes an end date, such as an expected recovery date or a date that your disability determination needs to be renewed, your eligibility for Community Rides will need to be recertified by that date.
- ii. Long-Term: If your eligibility documentation doesn't include an end date, but isn't explicitly permanent, you will need to recertify your Community Rides eligibility every five years. This usually applies to people who qualify based on Medicare, SSA, SMI/SMPI or a functional determination.
- iii. Permanent: If your eligibility documentation is explicit that you will always qualify, you won't need to recertify. This always applies to someone who qualifies based on their age and often applies to a disability status determined by the VA or by a Functional determination.

2. Acceptable Documentation of eligibility

a. Age

- i. Photocopy or scan or valid government-issued identification such as a driver's license or passport

b. 70% disability determination by the US Dept. of Veterans Affairs

- i. Letter signed by a Veteran's Service Officer that specifies your disability rating

c. Medicare eligibility

- i. Photocopy or scan of your Medicare card

d. Disability determination by the Social Security Administration (SSA)

- i. Proof of receipt of SSI or SSDI benefits, such as a bank statement or award letter. If your disability determination is not permanent.

e. Diagnosis of a Severe Mental Illness (SMI) or Severe and Persistent Mental Illness (SPMI)

- i. Documentation from a Community Mental Health Provider (CMHP) of this diagnosis

f. A Community Rides Functional Determination completed by a qualified medical professional

3. Medicaid clients may not use the Community Rides for trips that are covered by Medicaid.
4. COAST ADA clients may not use the Community Rides for ADA-eligible trips.

Requesting a Ride

1. Clients may call 603-834-6010 or email TripLink@CommunityRides.org to request a ride.
2. Rides must be requested before 5 PM, the business day before the trip date.
3. Rides may be requested no more than 14 days in advance.
4. Subscription Trips or Standing Orders are not allowed. Clients must request a ride every time they want to use the Community Rides.
5. Clients will be notified of their pick-up time by automated phone call or text message the evening before their trip. In order to accommodate the maximum number of riders, clients may ride with other clients or may be brought to their appointment up to 30 minutes prior to their appointment.
6. TripLink will try to accommodate same-day changes to a trip, but at times this will not be possible.

Rules

1. Shared Rides & Adjustments
 - a. Community Rides is a shared ride service. Clients may ride with other passengers and pick-up and drop-off times may be adjusted in order to facilitate creating an efficient schedule for the transportation provider.
 - b. Clients may be dropped off at their appointments up to 30 minutes earlier than requested or picked from their appointments up to 30 minutes later than requested.
 - c. Riders will receive an automated call or text the evening before their ride that will tell them the pick-up time.
 - d.

2. Eligible Destinations

- a. Community Rides brings clients to typical healthcare destinations such as hospitals and doctors' offices. If a client request a ride to a non-typical destination such as a gym, TripLink may request documentation that the visit to that facility is at the direction of a healthcare professional.
- b. Pharmacy visits are allowed following a trip to a healthcare provider, to pick up a prescription.
- c. Community Rides serves destinations within the ACT service area: Barrington, Brentwood, Brookfield, Dover, Durham, East Kingston, Epping, Exeter, Farmington, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, Lee, Madbury, Middleton, Milton, New Castle, New Durham, Newfields, Newington, Newmarket, Newton, North Hampton, Northwood, Nottingham, Portsmouth, Rochester, Rollinsford, Rye, Seabrook, Somersworth, South Hampton, Strafford, Stratham, Wakefield.

3. Denials

- a. Requests will be denied if they do not meet the basic criteria of location or time of day.
- b. Requests may be denied if no provider is available to perform the trip. Trip requests will be reviewed 2 business days prior to the trip date to ensure that a provider is able to fulfill the request. If the request cannot be fulfilled, clients will be called and told that their request has been denied.

4. Monthly limit

- a. Clients are typically eligible for up to 10 one-way trips each month (5 roundtrips).
- b. Because Community Rides is constrained to a monthly budget, clients may be eligible for fewer than 10 trips if the service is low on funding for the month.

5. Additional Riders

- a. Riders may request that up to 2 companions ride with them. The companions may be friends/family or Personal Care Attendants (PCA's).
- b. Any companions must be picked up at the same time and location as the rider.

6. Children

- a. Rides may be requested on behalf of a child with a disability, but all children under the age of 18 must be accompanied by an adult unless a separate agreement is in place.
- b. Children under the age of 18 must use safety restraints per NH RSA 265:107-a.
- c. Transportation providers shall verify that a car seat can be properly secured in their vehicles before accepting a trip which includes a child in a car seat.

7. No-Shows

- a. The driver will wait up to 5 minutes after the pick-up time for a client to appear. If the client does not appear, they will be considered a 'No-Show'.
- b. Clients must cancel rides more than 2 hours in advance of their pick-up time, or they will be considered a 'No-Show'.
- c. If a client No-Shows their first pick-up, any additional rides will be automatically cancelled.
- d. Excessive no-shows may lead to a suspension of service.
 - i. If there is a no-show within 2 months of the written warning, a 14-day suspension will be implemented.
 - ii. If there are additional no-shows within 2 months of service being restored, a 21-day suspension will be implemented.

8. Service Cancellations

- a. In case of inclement weather or other emergency, TripLink may decide to cancel rides. An automated call will inform clients that their ride has been cancelled.

9. Miscellaneous

- a. Passengers are not permitted to drink, eat, or smoke in the transportation provider's vehicle.
- b. Passengers are limited to 2 bags and must be able to carry them on their own.
- c. Passengers are expected to follow basic safety rules, including seat belt use, when applicable.