

## LDM Q&A

1. Can I bring someone with me?

Yes. If you need more assistance than what our drivers can provide you may bring another individual to help you.

2. Can we stop to shop/eat/etc. on our trip?

Unfortunately not. Our insurance and funding sources will only cover travel to and from your medical appointment.

3. Are volunteer vehicles wheelchair accessible?

No. If you require a wheelchair accessible vehicle please notify us in advance; we will make arrangements to use one of our buses.

4. Do you travel as far as Boston?

We currently provide service to the tristate area, NH, VT, & ME. Although MA is not included in that area, if we have a volunteer willing to provide that trip it can be done.

5. Do you operate on the weekends?

Yes. We do our best to accommodate weekend appointments.

## Title VI of the Civil Rights Act

Tri-County Transit does not discriminate on the basis of race, color, or national origin in accordance with the Title VI Act of the Civil Rights Act of 1964. If you feel you have been discriminated against, complaints should be directed to TCT Director, 31 Pleasant St, Berlin, NH 03570. Ph. 1-888-997-2020 or with; Title VI Coordinator, NH Dept. of Transportation, P.O. Box 483, 7 Hazen Drive, Concord, NH 03302. Ph. 603-271-3734.

## ADA Title II

TCT is committed to complying with all Federal Americans with Disabilities regulations. If you feel you have been discriminated against, complaints should be directed to TCT Director, 31 Pleasant St, Berlin, NH 03570.

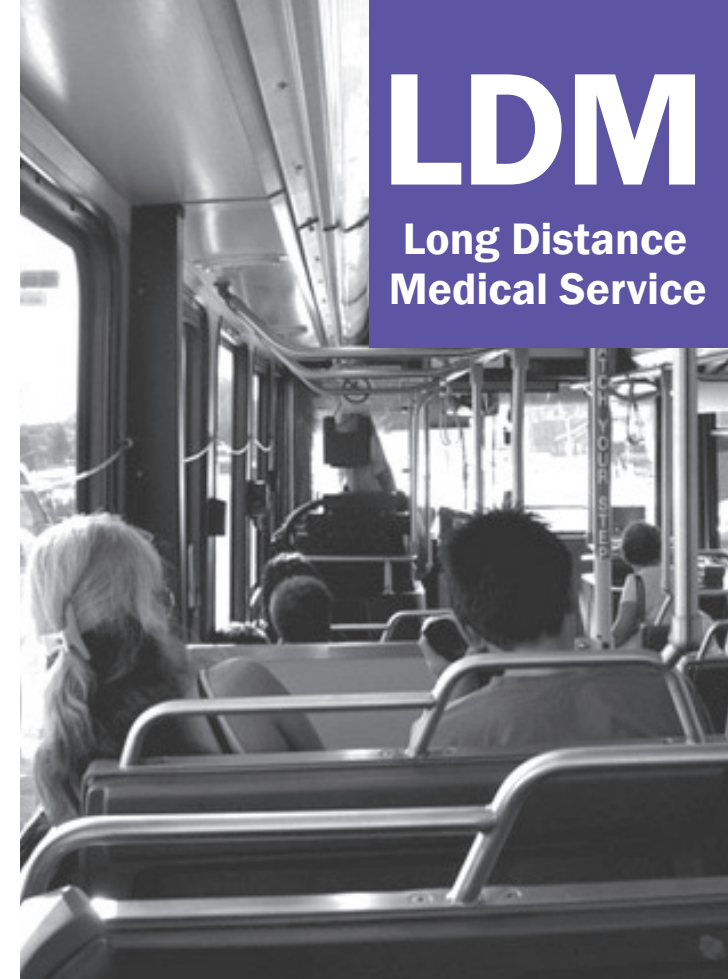
TCT will make reasonable modifications to its policies and procedures upon request. To make a request, please call 1-888-997-2020.

This brochure is available in alternative formats upon request.



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

**LDM**  
Long Distance  
Medical Service



Transportation for  
**everyone.**



effective May 1, 2017

## Long Distance Medical Service



Our Long Distance Medical service provides transportation to medical facilities for non emergency medical care outside our immediate service area. Do you have an appointment at Dartmouth? Maybe Portland or Burlington? No problem! We provide service within the tristate area.

### Using LDM Service

To use our Long Distance Medical service call our service coordinator; provide them with your name, phone number, and appointment information. The coordinator will schedule your trip with a volunteer driver and notify you. The volunteer driver will contact you directly to set up other details of the trip.

### Trip Cost

For individuals 60+: donations to the program are graciously accepted. Your donation helps cover the cost to continue providing the service, such as: volunteer driver mileage reimbursement and administrative expenses. Medicaid recipients' trips are covered by Medicaid. Those under 60 and non Medicaid eligible individuals must prepay out of pocket. Please call our office for more information regarding pricing.

### Rules of the Road

Please be aware that while you are in the volunteer drivers' vehicle you must respect their rules. One driver may let you bring snacks, listen to music, etc. and another may not. Be courteous when riding and always ask your volunteer driver their stance regarding activities such as:

*Eating, drinking, music, and/or small talk/chit chat.*

### Volunteer Driver Network

In order to provide you with the best LDM experience possible, all of our volunteer drivers must meet the following requirements to participate: Volunteers must have a valid driver's license with proof of insurance. They must pass a national background check and undergo a clean drug screening and their vehicle must be registered and inspected.

### Schedule LDM

*Medicaid insured riders:*

Call your health insurance provider to schedule your trip and request us as your transportation.

NH Healthy Families 866-769-3085

Well Sense 855-739-4775

Ambetter/Celtic 844-265-1278

Anthem 855-748-1804

Havard Pilgrim 877-907-4742

Minuteman Health 855-644-1776

*All other riders call:*

603-752-1542 or 1-866-752-6890

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