New Transportation Provider Effective April 1, 2014

Effective April 1, 2014, Walworth County Department of Health and Human Services (WCDHHS) has contracted with VIP Services, Inc. to provide transportation services for adults age 60 and older and adults with disabilities to medical appointments, grocery shopping and senior dining centers.

If you are a Walworth County resident age 60 and older or a Walworth County resident, age 18 and older with a disability, and you live in your own home or apartment you are eligible to get a ride through VIP Services.

Introducing VIP Services, Inc.

VIP Services is a nonprofit service provider that has been in business in our area since 1970. Originally serving adults with disabilities with developing vocational skills, VIP Services has grown dramatically over the years and began providing transportation services itself in 1983. In recent years, VIP has greatly expanded its transportation services to a much broader base of consumers with a fleet of modern vehicles and the capacity to accommodate wheelchairs and walkers.

Can I Get A Ride Through VIP Services?

If you are a Walworth County resident age 60 and older or a Walworth County resident, age 18 and older with a disability, and you live in your own home or apartment you are eligible to get a ride through VIP Services.

If you are an adult with a disability you will be required to provide VIP Services with an annual physician’s certification that you are disabled.

The reservation telephone number/TTY for VIP Services will be (262) 723-4043, ext. 161.

VIP Services will start accepting transportation reservations for appointments beginning April 1, 2014 and after starting March 31st.

Your existing reservations from April 1st on will carry forward to VIP Services, Inc.

What Type of Ride Can I Get?

VIP Services will provide transportation based on your non-emergency medical and other transportation needs. You will be required to pay a fee for your transportation.

Rides may be provided by a specialized medical vehicle or another type of vehicle. You may be required to share a ride with another rider during your trip to your appointment.

VIP Services will provide transportation to your medical appointment or grocery shopping trip, Monday through Friday, except for the following holidays: New Year’s Day, Memorial Day, Labor Day, Thanksgiving Day and Christmas Day.

Transportation for dialysis appointments will be provided Monday through Saturday.
Transportation to senior dining centers will be provided Monday through Friday except for county holidays.

Standard hours of operation are from 6:00 a.m. to 7:00 p.m.

**How Do I Schedule a Ride With VIP Services?**

VIP Services schedules reservations for routine rides.

**Scheduling Routine Rides**

A routine ride is a ride to a medical appointment that does not require you to be seen right away, such as a yearly check-up or a vision exam. Another type of routine ride is for grocery shopping or attending a senior dining center.

You must schedule routine rides at least two business days before your appointment. You can schedule a routine ride by calling/TTY (262) 723-4043, ext. 161, Monday through Friday, from 7:00 a.m. until 4:30 p.m., except for the following holidays: New Year’s Day, Memorial Day, Labor Day, Thanksgiving Day and Christmas Day.

You can schedule your rides for the current month and the following five months. If you do not schedule a routine ride two business days before an appointment, you may not be able to get a ride and you will need to reschedule your appointment or find another way to get to your appointment. Holidays and weekends are not counted as business days. Business days include the day that you schedule the appointment but not the day of your appointment.

*For example, if your appointment is on Thursday, May 8, you must schedule a ride by 4:30 p.m. on Monday, May 5. If your appointment is on Monday, May 19, you must schedule a ride by 4:30 p.m. on Wednesday, May 14, to allow for the weekend days.*

If you have regularly scheduled appointments, you or your health care provider can contact VIP Services to schedule regularly recurring rides for up to six months at a time. If you have dialysis appointments, you or your health care provider can schedule regularly recurring rides for those appointments for six months at a time.

**What Information Do I Need When I Schedule A Ride For A Medical Appointment?**

You will need the following information when you schedule a ride:

- Your name, home address, date of birth and phone number
- The street address and the phone number where you want to be picked up
- The name, phone number, address, and zip code of the health care provider you are seeing
- The date and start time of your appointment
- The end time of your appointment
- Any special ride needs
- General reason for the appointment (check-up, eye appointment, etc.)

If you call to schedule a ride and you do not have all of this information, you may not be able to schedule your ride and may have to call VIP Services back. At the end of the call, VIP Services will give you information about your ride, how much you will need to pay and let you know when to be ready for your ride.
How Do I Cancel A Ride?

If you are not able to go to your medical appointment, grocery shopping trip or senior dining center, you must cancel your ride with VIP Services, no matter what type of ride was approved.

Early cancellations are encouraged but you must cancel the ride at least 2 hours before the ride was scheduled to arrive. You may cancel a ride by calling the VIP Services reservation line/TTY at (262) 723-4043, ext. 161.

What Do I Need to Know About My Ride?

VIP Services will call you the day before your scheduled ride to confirm your transport, including the time you are scheduled to be picked up for your ride. If you have not heard from VIP Services the day before your scheduled pick-up time, call VIP Services reservation line/TTY at (262) 723-4043, ext. 161.

On the day of your appointment, please be ready and watching for your ride at least 30 minutes before your scheduled pick-up time. Generally the driver will not come to your door. If you are more than 5 minutes late after your scheduled pick-up time, you may miss your ride. If you have been waiting for your ride for more than 15 minutes after your scheduled pick-up time, call/TTY VIP Services at (262) 723-4043, ext. 161 to ask about your ride.

You will need to bring your own travel equipment for the ride, such as a wheelchair.

What Do I Need to Know About My Ride After My Appointment?

A driver will pick you up at the location where you were dropped off. Your driver should pick you up within 5 minutes after your scheduled pick-up time. If your appointment is running late and you know you will not be ready for your pick-up at your scheduled time, call/TTY VIP Services at (262) 723-4043, ext. 161 to tell them your appointment is running late. If you have been waiting for your ride more than 15 minutes after your scheduled pick-up time, call/TTY VIP Services at (262) 723-4043, ext. 161 to ask about your ride.

If you are getting picked up by a driver after your appointment and did not schedule a return pick-up time because you did not know when your appointment would be over, you can call/TTY VIP Services (262) 723-4043, ext. 161 after your appointment is over, and a driver will come to pick you up within one hour. If you have been waiting longer than one hour, call/TTY VIP Services at (262) 723-4043, ext. 161 to ask about your ride.

Do I Have a Copayment for Rides?

Yes, you will have a copayment based upon the following fee schedule. You should not pay for anything else for the ride such as gas or a tip. Drivers will only collect your copayment and you may pay in cash, by check or prepaid ticket.
Copayment Rates

Effective January 2008. Rates subject to change by authority of Walworth County Department of Health and Human Services.

<table>
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<tr>
<th>One Way</th>
<th>Round Trip</th>
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</thead>
<tbody>
<tr>
<td>Grocery Shopping/Nutrition</td>
<td>$ 3.00</td>
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Medical Appointments:

Walworth County

<table>
<thead>
<tr>
<th>One Way</th>
<th>Round Trip</th>
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</thead>
<tbody>
<tr>
<td>Own community</td>
<td>$ 4.00</td>
</tr>
<tr>
<td>To another community</td>
<td>$ 6.00</td>
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Beloit, Janesville, Harvard, Mukwonago, Burlington, Fort Atkinson

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<thead>
<tr>
<th>One Way</th>
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<tbody>
<tr>
<td></td>
<td>$15.00</td>
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Milwaukee, Madison, Waukesha, Kenosha, Racine, Rockford, Monroe, Johnson Creek

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<th>One Way</th>
<th>Round Trip</th>
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<tr>
<td></td>
<td>$25.00</td>
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Each additional leg of a trip will be charged an additional one way fee.

What Days May I Go Grocery Shopping or to a Senior Dining Center?

VIP Services will continue to provide transportation to shopping centers and senior dining centers. Please contact/TTY VIP Services at (262) 723-4043, ext. 161 for the most current route schedule with days and locations.

Can Someone Ride with Me?

VIP Services is only allowed to schedule transports for the following people to ride with you:

- An attendant, such as a caregiver, family member or friend (when medically necessary)

One co-passenger may ride free as long as they meet the above criteria and have the same point of origin and destination.

Can I Make Extra Stops?

All extra stops must be approved by VIP Services ahead of time. You must call VIP Services to request an extra stop before the stop is needed. The driver will not make any stops that are not approved. You will be charged an additional fee for each one way stop.

What If I Need a Ride to a Veterans Medical Facility?

VIP Services can schedule rides for a veteran to a veteran’s facility if you are a Walworth County resident age 60 and older or a Walworth County resident, age 18 and older with a disability, and you live in your own home or apartment. Copayment rates apply.

What Rules Do I Follow for a Ride?

You must follow the rules listed below for rides:

- Schedule a routine ride at least two business days before your appointment.
- Be ready and watching for your ride 30 minutes before your pick-up time.
- Provide information about your pick-up place, drop-off place, and why you need the ride when scheduling a ride.
- Contact VIP services as soon as you no longer need a scheduled ride. You should contact VIP Services at least 24 hours before a scheduled ride, if possible, when you need to cancel your ride.
• Be thoughtful of any other passengers you are required to share your ride with on the trip to your appointment.
• Use your seatbelt.
• Bring any travel equipment, such as a wheelchair with you.
• Refrain from physically or verbally abusing other passengers or the driver.
• Refrain from smoking, eating or drinking any beverage while in the vehicle.

VIP Drivers Will:

• Wear an easy-to-read official company ID badge with photo and their vehicle will be marked with the VIP Services logo.
• Be courteous, helpful and provide a safe, pleasant ride.

What if I Have a Complaint?

To file a complaint with VIP Services, you or your chosen representative can do any of the following:

• Contact/TTY VIP Services at (262) 723-4043, ext. 161 and ask for a Complaint Resolution form.
• Write to VIP Services at the following address and request a Complaint Resolution Form.

  o VIP Services, Inc.
    811 East Geneva Street
    Elkhorn WI 53121

After receiving your complaint, VIP Services will respond within 10 working days.

Note: If you want your chosen representative to be able to get information about your complaint and the response to it, you must give