

## **Transportation**

### **SITS (SOUTHERN INDIANA TRANSIT SYSTEM):**

Call 812-722-0441 to schedule, cancel, or reschedule.

HOURS: M-F, 6 am to 6 pm

Provides safe and reliable pick up and drop off for your doctor visits, shopping trips, auto repair, recreation, etc. Vans are wheelchair accessible and have A/C.

Cost per person, ONE WAY: 0-10 miles = \$2, 11-20 miles = \$3, Over 20 miles = \$4 There is a charge of \$1.25 per mile for distances outside the service area. Fares collected by driver at pick up. Please have exact change.

### **Lifespan Transportation to Medical Appointments:**

Scott County: 812-206-7978 or (Toll-Free) 1-888-948-8330

OFFICE HOURS: Monday through Friday, 8:00 a.m. to 4:30 p.m.

The best time to schedule your appointment is between 8:30 a.m. and 4:00 p.m.

**SCHEDULING A RIDE** Because our appointment times fill up quickly, please call us as soon as possible. Calling at least ten (10) to fourteen (14) days in advance typically ensures we will be able to meet the requested appointment time. We are able to schedule appointments eight weeks in advance. We will make every effort to meet transportation needs with short notice or to suggest an alternative solution. During the phone call to our Dispatcher, we will ask important information each time, including name, address, telephone number, destination address and special needs. All information is kept confidential. At times, our Dispatchers are away from the phone, so please leave a message on our answering machine and someone will return the call as soon as possible.

**PICK-UPS AND RETURN TRIPS** Our drivers have a demanding schedule and to make sure we get individuals to appointments on time, please be ready at least 15 minutes in advance of the scheduled pick-up time. Due to weather, road conditions and traffic jams, the pick-up time could change. If we find that the driver will be later than 15 minutes past the pick-up time, the Dispatcher will call. On the day prior to the appointment, office personnel will call to confirm the appointment. The driver will give each rider a card with a phone number to call the Dispatcher when the appointment is over and it is time to return home from the appointment. If it is a medical appointment, please have the nurse or receptionist call us and the Dispatcher will schedule a van for return trip. All return trips must be scheduled by 2:30 p.m.

**WHERE WE CAN PROVIDE RIDES TO** While there are exceptions, our transportation priority focuses on medical trips including Dialysis, Chemotherapy/Radiation, doctors' offices, hospitals and dentists. MEDICAID LifeSpan Transportation is an approved Medicaid provider and eligible for reimbursement from Medicaid when we provide transportation to a Medicaid approved appointment. It is very important to make us aware of your Medicaid eligibility when scheduling an appointment time.