

**POLICY AND PROCEDURE**

<b>Policy Name</b>	HealthPAC Non-Emergency Transportation Benefit
<b>Department Owner</b>	HealthPAC Administrator
<b>Effective Date</b>	July 1, 2018

As part of the Health Program of Alameda County (HealthPAC) FY18-19 provider contracts, HCSA will provide supplemental funding to HealthPAC providers to administer the non-emergency transportation (NET) benefit for HealthPAC members.

At minimum, the supplemental funding must be used to purchase AC Transit bus vouchers for HealthPAC members ([http://www.actransit.org/wp-content/uploads/Ticket\\_Order\\_Form\\_JULY2014.pdf](http://www.actransit.org/wp-content/uploads/Ticket_Order_Form_JULY2014.pdf)).

HealthPAC providers will assign a department (i.e. patient services, eligibility and enrollment, etc.) to develop and enforce policies and procedures to determine HealthPAC participant transportation eligibility. A HealthPAC member who is deemed eligible for transportation vouchers shall be allotted either an all-day pass or two 1-ride tickets.

Providers can also choose to coordinate other transportation services—including, but not limited to taxi vouchers, BART tickets, and ADA paratransit—with their NET benefit as described below.

**ADA Transportation**

HealthPAC members who are deemed medically disabled and are unable to use public transit might be eligible for transportation using East Bay Paratransit services, WHEELS Dial-A-Ride, Pleasanton Paratransit Service, Union City Paratransit or Fremont Paratransit Program for a slight cost. The Americans with Disabilities Act (ADA) requires that paratransit be provided as a safety net for people who, due to a disability, are unable to ride public transit some or all of the time. According to the Department of Labor, a medical disability may constitute as one of the following:

- A person may be disabled if he or she has a physical or mental condition that substantially limits a major life activity (such as walking, talking, seeing, hearing, or learning).
- A person may be disabled if he or she has a history of a disability (such as cancer that is in remission).
- A person may be disabled if he is believed to have a physical or mental impairment that is not transitory (lasting or expected to last six months or less) and minor (even if he does not have such an impairment).

Members must be approved and certified as eligible in order to use any paratransit service within Alameda County (Table 3).

**Table 3:**

I LIVE IN...	ALAMEDA COUNTY ADA PARATRANSIT
Alameda	East Bay Paratransit
Albany	East Bay Paratransit
Berkeley	East Bay Paratransit
Castro Valley	East Bay Paratransit
Dublin	Wheels Dial-A-Ride
Emeryville	East Bay Paratransit
Fremont	East Bay Paratransit, Union City Paratransit*, Fremont Paratransit Program*
Hayward	East Bay Paratransit, Union City Paratransit*
Livermore	Wheels Dial-A-Ride
Newark	East Bay Paratransit, Fremont Paratransit Program*
Oakland	East Bay Paratransit
Piedmont	East Bay Paratransit
Pleasanton	Wheels Dial-A-Ride, Pleasanton Paratransit*, East Bay Paratransit
San Leandro	East Bay Paratransit
San Lorenzo	East Bay Paratransit
Sunol	Pleasanton Paratransit*
Union City	East Bay Paratransit, Union City Paratransit*

*\*Limited Service*

A step-by-step procedure as to how to enroll in each service is listed below.

**East Bay Paratransit**

As noted above, community clinics and Alameda Health System may use their NET funds to cover ADA transportation (See Table 4). East Bay Paratransit ticket vouchers may be purchased via mail using the *East Bay Paratransit Ticket Book Order* form at:

<http://www.eastbayparatransit.org/CMS/uploadedFiles/ticketorderform.pdf>

**Table 4:**

East Bay Paratransit Fare	Distance
\$ 4.00	0 – 12 miles
\$ 6.00	➤ 12 miles, up to 20 miles
\$ 7.00	➤ 20 miles

East Bay Paratransit serves the following cities in Alameda County:

<ul style="list-style-type: none"> <li>• Alameda</li> <li>• Albany</li> <li>• Berkeley</li> <li>• Castro Valley</li> <li>• Emeryville</li> <li>• Hayward</li> </ul>	<ul style="list-style-type: none"> <li>• Newark</li> <li>• Oakland</li> <li>• Piedmont</li> <li>• San Leandro</li> <li>• Union City</li> </ul>
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A HealthPAC member who is interested in using this service will need to complete the *East Bay Paratransit ADA Application* (<http://www.eastbayparatransit.org/CMS/uploadedFiles/Combine-PT-Elig-Instruction-and-Application-Nov13.pdf>). If a member needs assistance with their application, they can call 510-287-5000. Once the application has been completed, the member will need to call the number referenced above in order to schedule an in-person interview with East Bay Paratransit departmental staff. The purpose of the interview will be to discuss a participants travel abilities and limitations in more detail and determine eligibility. For more information regarding the application process, please refer to the *Eligibility for East Bay Paratransit* link (<http://www.eastbayparatransit.org/eligibility.htm>). After eligibility has been determined, the member will be responsible for reading and understanding the *East Bay Paratransit Riders Guide* (<http://eastbayparatransit.org/CMS/uploadedFiles/RidersGuideOct2014.pdf>) or they can call East Bay Paratransit Customer Service toll-free at 1-800-555-8085.

Scheduling Transportation

East Bay Paratransit does **not** accept same day reservations. Reservations can be made up to 7 days in advance by calling 1-800-555-8085. Certified HealthPAC members, Alameda Health System, or a community clinic may call to make a transportation reservation. Reservation calls are accepted from 8:00 a.m. to 5:00 p.m. daily (including weekends).

**WHEELS Dial-A-Ride Paratransit**

*WHEELS Dial-A-Ride* is a bus service that provides ADA transportation in the Tri-Valley region. Much like East Bay Paratransit, WHEELS Dial-A-Ride transportation services are limited to persons who are unable to independently use regular public transit, some or all of the time, due to a disability or health related condition. Community clinics and Alameda Health System may use their NET funding to cover ADA transportation (See Table 5) in the Tri-Valley region. WHEELS Dial-A-Ride tickets may be purchased via mail using the *Bus Ticket & Pass Mail Order* form (<http://www.wheelsbus.com/modules/showdocument.aspx?documentid=592>).

**Table 5:**

<b>WHEELS Dial-A-Ride Cash Fare</b>
\$ 3.50 (one way)

WHEELS Dial-A-Ride serves the following cities in Alameda County:

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|--|
| <ul style="list-style-type: none"> <li>• Dublin</li> <li>• Livermore</li> <li>• Pleasanton (when Pleasanton Paratransit Service is not available)</li> </ul> |
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A HealthPAC member who is interested in using this service will need to complete the *WHEELS Dial-A-Ride ADA Application* (<http://www.wheelsbus.com/index.aspx?page=128>). If a member needs assistance with their application, they can call 925-455-7555. Once the application has been completed, WHEELS Dial-A-Ride will review and process the application within 21 business days. If more information is needed, a representative may call the HealthPAC participant by phone to schedule an interview or phone their physician in order to consult as to the members' condition and abilities. After eligibility has been determined, the member will be responsible for reading and understanding the *Policies and Procedures for WHEELS Dial-A-Ride* <http://www.wheelsbus.com/services/dial-a-ride-paratransit/policies/> or they can call WHEELS Dial-A-Ride Customer Service at 925-455-7500. A HealthPAC participant should receive a copy of the *WHEELS Dial-A-Ride How to Ride Brochure* (<http://www.wheelsbus.com/modules/showdocument.aspx?documentid=3309>).

Scheduling Transportation

WHEELS Dial-A-Ride does **not** accept same day reservations. Reservations can be made up to 7 days in advance. Certified HealthPAC participants, Alameda Health System, or a community clinic may call to make a transportation reservation by calling 925-455-7510. Reservation calls are accepted seven days a week from 8:30 a.m. to 5:00 p.m.

WHEELS Dial-A-Ride Hours of Operation:

Monday to Sunday: 4:45 a.m. to midnight.

**Pleasanton Paratransit Service (PPS)**

Pleasanton Paratransit Services offers door-to-door, shared ride service to its residents with disabilities meeting ADA guidelines and residents 70 years of age or older. Community clinics and Alameda Health System may use their NET funding to cover ADA transportation (See Table 6). Participants who are interested in this service must submit an application to WHEELS Dial-A-Ride before submitting their application to PPS. For step-by-step instructions enrolling in WHEELS Dial-A-Ride, please refer to section titled “WHEELS Dial-A-Ride Paratransit.” Please note that if a participant needs to travel outside of the Tri-Valley region in Alameda County, they will need to submit an application to East Bay Paratransit in lieu of WHEELS Dial-A-Ride. For step-by-step instructions as to how to enroll with East Bay Paratransit, please refer to section titled “East Bay Paratransit.” Pleasanton Paratransit Service tickets may be purchased via mail by sending a check payable to the City of Pleasanton to the following address:

**Pleasanton Paratransit Service**

5353 Sunol Boulevard  
Pleasanton, CA 94566

**Table 6:**

	<b>Pleasanton Paratransit Fare (PPS)</b>
Residents - In-Town Service	\$ 3.00
Residents - Out-of-Town Service	\$ 3.50
Other** - In-Town Service	\$ 3.50
Other** - Out-of-Town Service	\$ 4.00

*\*\*Other: Person who resides within the unincorporated areas of Pleasanton/ Sunol.*

After successfully submitting either a WHEELS Dial-A-Ride or an East Bay Paratransit application, HealthPAC members residing in Pleasanton may submit their PPS application at <http://www.cityofpleasantonca.gov/civicax/filebank/blobdload.aspx?BlobID=23486> Members will need to identify their rider identification number when asked if they have been certified as eligible with an ADA paratransit service. Once a participant has successfully completed the application, a member should be provided with a copy of the *Pleasanton Paratransit Service Rider’s Guide* (<http://www.cityofpleasantonca.gov/pdf/paratransit-ridersguide-2013.pdf>).

Pleasanton Paratransit serves the following cities in Alameda County:

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|---|
| <ul style="list-style-type: none"> <li>• Pleasanton</li> <li>• Sunol</li> </ul> |
|---|

*Scheduling Transportation*

PPS does **not** accept same day reservations. Reservations can be made 2 to 14 days in advance. Certified HealthPAC participants, Alameda Health System, or a community clinic may call to make a transportation reservation by calling 925-931-5376. Reservation calls are accepted Monday through Friday from 8:00 a.m. to 3:00 p.m.

*Pleasanton Paratransit Hours of Operation:*

Monday to Friday: 8:00 a.m. to 5:00 p.m.  
Saturday: 9:00 a.m. to 4:00 p.m.

Please note a HealthPAC member may use WHEELS Dial-A-Ride or East Bay Paratransit in lieu of Pleasanton Paratransit Services when the service is not available. However, a HealthPAC member must have completed, submitted, and deemed eligible to use WHEELS Dial-A-Ride or East Bay Paratransit.

*WHEELS Dial-A-Ride Hours of Operations for members living in Pleasanton:*

Monday to Friday: 4:30 a.m. to 8:00 a.m. and 5:00 p.m. to 1:30 a.m.  
Sunday and Holidays: 4:30 a.m. to 1:30 a.m.

*Union City Paratransit*

Union City Paratransit offers ADA service within the city limits of Union City. Union City also offers an additional service known as Paratransit Plus. Community clinics and Alameda Health System may use their NET funding to cover ADA transportation (See Table 7). Tickets may be purchased on-line at: [www.uctransit.org](http://www.uctransit.org).

**Table 7:**

	Union City Paratransit Fare
One-way	\$ 2.75
10-Ride Ticket Books	\$ 27.50

Union City Paratransit serves the following cities in Alameda County:

- |   |
|---|
| <ul style="list-style-type: none"> <li>• Union City</li> <li>• Southern Hayward*</li> <li>• Northern Fremont*</li> <li>• Newark*</li> </ul> |
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*\* For more information regarding Paratransit Plus call: 510-476-1500*

A HealthPAC member who is interested in using this service will need to complete the *Application for ADA Paratransit Service* (<http://www.unioncity.org/home/showdocument?id=542>). Application information is available in accessible formats. However, the application must be filled out in English and must be typed or printed. Union City Paratransit applications will be reviewed within 21 days of receipt. If more information is needed, a representative may call the HealthPAC participant by phone to schedule an interview or phone their physician in order to consult as to the members’ condition and abilities. After eligibility has been determined and confirmed, the member will be responsible for reading and understanding the *Union City Paratransit Guide Riders’ Guide* (<http://www.unioncity.org/home/showdocument?id=548>).

Scheduling Transportation

Union City Paratransit does **not** accept same day reservations. Reservations can be made 1 to 3 days in advance. Certified HealthPAC participants, Alameda Health System, or a community clinic may call to make a transportation reservation by calling 510-476-1500. Reservation calls are accepted daily from 8:00 a.m. to 5:00 p.m daily. To cancel a reservation, members must call the cancellation line at least two hours in advance at 510-476-1502. Paratransit trips outside of Union City and trips within Union City during days and hours when Union City Paratransit is not operating are provided by East Bay Paratransit. Transportation requests can be made by calling 800-555-8085.

Union City Paratransit Hours of Operation:

Monday to Friday: 4:30 a.m. to 10:30 p.m.  
 Saturday: 6:45 a.m. to 7:30 p.m.  
 Sunday: 7:55 a.m. to 6:45 p.m.

Union City Paratransit Plus Hours of Operation:

Monday to Friday: 9:00 a.m. to 6:00 p.m.  
 Saturday and Sunday: Regular service hours

No Service on Following Days

- New Year’s Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

**Fremont Paratransit Program**

HealthPAC participants living in Fremont over the age of 80 and living in Newark over the age of 70 and those have a disability that prevents them from using buses, BART, or other forms of public transportation, are eligible to apply Fremont Paratransit Program (<https://www.fremont.gov/DocumentCenter/Home/View/848>).

Fremont Paratransit Program serves the following cities in Alameda County:

- |   |
|---|
| <ul style="list-style-type: none"> <li>• Fremont</li> <li>• Newark</li> <li>• Union City</li> </ul> |
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Scheduling Transportation

Fremont Paratransit Program does **not** accept same day reservations. Certified HealthPAC participants, Alameda Health System, or a community clinic may call to make a transportation reservation by calling 510-574-2053. Reservation calls are accepted Monday through Friday from 8:00 a.m. to 5:00 p.m.

Fremont Paratransit Program Hours of Operation:

Monday to Friday: 8:00 a.m. to 6:00 p.m.

Saturday and Sunday: 9:00 a.m. to 3:00 p.m.

	<b>Fremont Paratransit Fare</b>
One-way	\$ 2.50
Book of 8 vouchers	\$20.00