



Aging Resource Center of Milwaukee County

Senior Transportation Program Information

The following programs offer Transportation services in Milwaukee County to older adults.

Milwaukee County Department on Aging

You must be 60 years or older and be able to walk independently but unable to ride the public transit system. This program offers rides for medical/dental appointments, approved Senior Congregate Dining Sites, grocery stores, Pharmacies and Banks. Also, you may be eligible for Group Shopping if you live in a residential complex which has a contract with Milwaukee County Department on Aging. Check with your Residential Manager for more details.

Contact the Aging Resource Center to apply for services to obtain an Identification card.

www.county.milwaukee.gov/aging (414) – 289-6874 (TRS 7-1-1)

Once Enrolled and you need to schedule a ride:

Call TRANSIT EXPRESS, Inc. at (414) 264-7433.

- A brief recorded message will be heard.
- Press "4" during the message to reach the operator who'll assist you to schedule your ride.
- If you have a rotary phone, someone will assist you after the recorded message ends.

To schedule a ride to United Community Center's Adult Day Center, Senior Dining Program, or the Senior Center, call United Community Center at (414) 384-2301.

Milwaukee County Transit System

Mass transportation providing service to the general public on a regular and continuing bases.

www.RideMCTS.com (414) 344-6711

GO Pass is a Transit System bus pass available for eligible seniors or persons with disabilities. The pass allows one day unlimited rides for \$1.00 on MCTS buses. The Aging and Disability Resource Centers of Milwaukee County will process applications for a onetime fee of \$5.00 at the Marcia Coggs Center, 1220 W Vliet Street, Milwaukee, WI 53205 between the hours of 9:00 am to 2:00 pm, Monday thru Friday. If determined eligible, a Go Pass will be issued.

www.county.milwaukee.gov/aging (414) 289-5800

Transit Plus

Transit Plus is a transportation service for individuals with a disabling illness or condition that prevents them from using Milwaukee County Transit System buses. Rides on Transit Plus cost \$4.00 each way (these disability conditions would disqualify you from the Milwaukee County Department on Aging's transportation program primarily due to mobility issues).

www.RideMCTS.com (414) 343-1700.

The New Freedom Program welcomes seniors and people with disabilities to the independence provided by safe and dependable bus travel. This is a free travel training educational program to teach riders about how to use the Transit system safely and selecting the best program available, based on your preferences.

www.RideMCTS.com (414) 344-6711

Medicaid, Title IXX (19), Medical Assistance (Forward Card)

For those enrolled in Medicaid (except MA residents in nursing homes and those enrolled in Family Care, BadgerCare Plus Core and Basic plans and SeniorCare) rides must be arranged through MTM, Inc and not directly with the transportation providers. Rides are for medical purposes only to MA approved services.

www.mtm-inc.net 1-866-907-1493

Long Term Care Program in Milwaukee (Family Care, PACE, Partnership & IRIS)

For anyone enrolled in **Family Care**, any transportation, medical or non-medical, must be pre-approval by the Managed Care Organization (MCO) care team. Failure to have authorization from the MCO may be cause for non-payment to the transportation provider for services provided during the unauthorized time period.

Arranging and paying for transportation for Family Care members who reside in long-term care facilities may be the responsibility of the facility. Contact your Care Manager to set up service authorizations.

For anyone enrolled in the **PACE** or **Partnership** programs, rides are included as part of the program services. Members must work with their Community Care Team or Care Coordinators to arrange services.

For anyone enrolled in **IRIS**, they can work with their IRIS Consultant to arrange for an approved transportation provider of their choice.

Nursing home resident

For a nursing home resident who is on Medical Assistance, Medicaid transportation can be arranged with a Specialized Medical Vehicle (SMV) provider who can bill Medicaid for the trip. The other option is for the nursing home to arrange and pay for the transportation and can bill state Medicaid for the trip. If a nursing home resident is a Family Care member, the MCO typically is responsible for issuing an authorization and paying for the individual's transportation charges.

Long Term Care Facility (Community Based Residential Facilities, CBRF)

Residential providers (long term care facilities/CBRFs) are generally required to provide or arrange and pay for all regular and routine transportation needed to meet member outcomes, including medical appointments, social and religious activities, and employment, vocational or day programming. Some trip purposes that may not be considered regular and routine include ongoing and frequent appointments like dialysis and therapy. "Regular and Routine" is defined for each member at admission. The responsibility for payment of transportation services provided by a CBRF should be identified in the CBRF's admission agreement with their residents.

Other transportation Options:

Common Carrier - Describes any mode of transportation except SMV and ambulance. It can include taxi, public transit, Uber, Lyft and volunteer drivers.

Veterans - Some counties have access to the Disabled American Veterans (DAV) vans to take veterans to Veteran's Health Services medical appointments either through an existing agency's volunteer program, the Veterans Service Officers or through another veteran's organization.

Volunteer Driver Programs - Volunteer driver programs can be run by a variety of agencies, based on available Volunteers at the time of the request. Call to arrange for rides.

Interfaith Older Adult Program – (414) 291-7500

Senior Companion Program – (414) 906-2700 Ext. 2779

Time Banking - This is the practice of trading one hour of service or product to someone for an hour or product in return. No money is exchanged. If the volunteer driver is involved with a community time bank, they can drive in return for any other service from other members.

Milwaukee Time Exchange – (414) 305-9505