CARE Connection

EDUCATE. EMPOWER. CONNECT.



Need a Ride?

Transportation Options for Older Adults & Caregivers

Many programs and services can help you get where you need to go—appointments, grocery stores, community activities and more. Here's how to find the right ride for you.

Transportation Options

EXPLORE YOUR OPTIONS

1. YOUR HEALTH PLAN

Ask about non-emergency medical transportation, rides to appointments, mileage reimbursement and whether advance authorization is required. Medicare Advantage plans can have benefits beyond Original Medicare—check your plan!

2. AHCCCS / MEDICAID

If enrolled, ask your health plan about non-emergency medical transportation and eligibility.

3. AREA AGENCY ON AGING

Ask about senior transportation, volunteer drivers, medical rides, shopping/errand transportation and other local programs. Your local AAA connects older adults with transportation and other community services.

4. VETERANS PROGRAMS

Eligible Veterans may qualify for VA travel reimbursement, Veterans Transportation Service, wheelchair/special-mode transportation and other programs.

5. COMMUNITY TRANSPORTATION

Look for senior ride programs, ADA paratransit, dial-a-ride, volunteer driver programs, nonprofit transportation and reduced-fare public transit.

MEDICAL TRANSPORTATION ≠ EMERGENCY TRANSPORTATION

Original Medicare Part B covers ambulance transportation in qualifying circumstances, including certain medically necessary non-emergency ambulance trips—but that is very different from a general ride to a doctor's appointment.

DON'T KNOW WHAT'S AVAILABLE WHERE YOU LIVE?

Try these starting points:

211 Arizona

Search by ZIP code for Senior Ride Programs, Non-Emergency Medical Transportation, Local Transportation, Transportation Passes and Transportation Expense Assistance. Call 2-1-1 or visit search.211arizona.org to find resources near you.

Arizona Area Agencies on Aging

Your local AAA can connect older adults with transportation and other community services. Find yours at des.az.gov/home-community-services

AZRideInfo

A statewide resource designed to connect older adults and people with disabilities with transportation resources. Visit AZRideInfo.org

Search Online

Use these search terms with your city or county name:

- "senior transportation + [your city]"
- "volunteer driver program + [your county]"
- "ADA paratransit + [your city]"
- "non-emergency medical transportation + [your city]"

BEFORE YOU SCHEDULE, ASK:

- ☐ Is there a cost?
- ☐ How far will you travel?
- ☐ How much notice is required?
- ☐ Do you accommodate a wheelchair or walker?
- ☐ Can someone ride with me?
- ☐ Will the driver wait during my appointment?
- ☐ Do you provide door-to-door or curb-to-curb service?
- ☐ Do I have to qualify for the service?
- ☐ Are there days or hours when rides are not available?

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Information changes. Always verify benefits, eligibility and availability with your plan and providers. Call 1-800-MEDICARE (1-800-633-4227) or visit Medicare.gov for the most up-to-date information.

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