



Butler County Veterans' Service Commission

315 High Street – 1st Floor - Hamilton, Ohio 45011
Telephone: 513.887.3600 - Fax: 513.887.3519

Dated: 2018 June

To: All Veterans Using Butler County Veterans' Service Commission Transportation
Re: Guidelines for Using Butler County Veterans Service Transportation

The Butler County Veterans Service Commission is committed to providing quality transportation for our Veterans, to and from VA Medical Centers within our district or VA referred appointments at independent providers. Listed below are our Guidelines that must be abided by in order to receive this service. A signed copy must be on file prior to scheduling transportation.

1. A copy of your **Honorable Discharge** must be on file in this office PRIOR to first scheduled transportation.
2. You must have a **valid VA appointment**; i.e. - medical appointments or C&P Exams; any appointments outside VA medical facilities must have proof of appointment sent to our office by fax from VA Physician prior to scheduling transportation.
3. You must call a minimum of **forty-eight business (48) hours** (weekends/Federal holidays do not count) in advance to schedule transportation. Rescheduled appointments require minimum of twenty-four (24) hours' notice. If appointment is **cancelled** notify **our office immediately**.
4. Inform scheduler when accommodation of a wheelchair or other special vehicle needs are required. Inform scheduler if you will have a companion with you. NOTE: You must be able to get self in/out of vehicle as drivers are not permitted to assist you when loading and unloading vehicle (Provider insurance restrictions).
5. If you require oxygen therapy it **must be strapped to your body** in an authorized pack. **No rolling tanks** permitted.
6. Anyone caught using our transportation without a valid appointment will be suspended for a minimum of ninety (90) days.
7. Veterans that **"No Show"** for their pick-ups/take-homes three (3) or more times in a ninety (90) day period will be suspended for a minimum of ninety (90) days.
8. You will be automatically suspended for a minimum of ninety (90) days for any verbal and/or physical abuse of BCVSC staff, contract driver and/or other Passengers in vehicle.
9. You are required to **be ready and waiting** for the driver. Provider has a thirty (30) minute window for pick-up – 15 minutes before and after scheduled time.
10. Budget constraints limit transportation assistance with VA to no more than two (2) transports per week – Please request your VA caregiver(s) to consolidate all your appointments to meet this requirement; all exceptions must be done in advance and coordinated between the VA and BCVSC Transportation Program Coordinator or designee.
11. Transportation for substance abuse or smoking cessation or other lifestyle change programs will require pre-approval on a case by case basis by the Director.
12. Transportation for long term treatments such as dialysis, chemotherapy, physical therapy, cardio rehabilitation, etc. are approved on case by case basis. **Have VA departmental social worker or PCP team nurse call BCVSC Transportation Program Coordinator or designee to verify dates, times and locations of treatments.**
13. Trips provided by this agency are **NOT** eligible for veteran transportation reimbursement from the VA.

Failure to comply with these *Guidelines* will result in loss of transportation services. Please sign and date below acknowledging that you understand and will abide by the above rules.

Respectfully,

Transportation Program Coordinator

Butler County Veterans' Service Commission

A magnet reminder of the latest you may schedule your transportation is enclosed.

This letter of acknowledgment must be returned before transportation will be provided.

SSN _____

(Print Name) _____

(Address) _____

Telephone Number: _____

I have read and will comply with theses Guidelines and the changes in the Transportation Pamphlet.

Please Sign and Return: _____

Date: _____

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For Your Record

(Address)

Date: _____

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