**Transportation**

**What is Transportation?**

Transportation service provides travel to and/or from community resources for accessing needed services or carrying out activities of daily living. There are two categories of transportation services: general and medical. An agency may provide either general or medical transportation or both.

General Transportation: destinations may include, but are not limited to, nutrition sites, senior centers, shopping centers, pharmacies and recreation facilities.

Medical Transportation: destinations may include, but are not limited to, doctor’s offices, hospitals, and health clinics.

**Who Qualifies for Transportation?**

Individuals who are 60 years of age or older.

**How do I Access the Service?**

Transportation services are offered by local service providers supported by the Home and Community Care Block Grant and local transit systems. A list of providers can be found on the DAAS website: <https://www.ncdhhs.gov/assistance/adult-services/transportation-services-for-older-adults>.

Information about local transit services can be found at the Department of Transportation’s website: <https://www.NCDOT.gov/divisions/public-transit>.

**Important Considerations**

Under the *Americans with Disabilities Act*, personal care attendants may accompany eligible individuals but must have the same origin and destination as the individual receiving the transportation service.

For individuals who are on Medicaid or Medicaid eligible then Medicaid will support rides to Medicaid covered services. A rider should contact his/her social worker or call their local Department of Social Services.

Transporting an individual to a medical facility via ambulance is only allowable when a person cannot be transported by another type of vehicle due to the individual’s medical condition. Ambulance transportation is also an allowable service under Medicare and Medicaid in accordance with certain criteria.

**How do I get more information about Transportation?**

Call the NC Division of Aging and Adult Services at 919-855-3400 or go to the website: <https://www.ncdhhs.gov/divisions/daas>.