



Ryan White Part A - Rideshare Program

Impact Exchange is pleased to announce continuance of the Rideshare (UBER) program that can be used by Ryan White Part A eligible clients for transportation to and from their home to medical appointments.

For clients to use rideshare, they must sign up with their case manager and agree to program rules as stated on the attached Rideshare Agreement. Please have clients complete and sign the Rideshare Agreement and upload it to Care Ware along with a referral for Medical Transportation so that we can have a starting address for each client, as well as know that they are RWPA eligible and that they have exhausted all other transportation options i.e., Medicaid/Medicare Transportation, Bus Passes, Paratransit, etc. **The Care Ware referral MUST include that the client has exhausted all other transportation options and include the reasoning they need Rideshare services.** A new referral must be sent every **6 months** to verify the client still needs/qualifies for the program. **Please note this program is not to replace medical insurance transportation or bus passes. Clients should only be referred if they have exhausted all other transportation options and are unable to use other transportation means due to physical/mental disabilities, pregnancy, or failure to stay in care.** Please note, it can take up to 72 hours for referrals to be accepted.

The rideshare hours have changed and are now Monday through Friday 6:00 am to 7:00 pm, closed all weekends and federal and state holidays. **We require that clients request rides in advance; the day before, during BOOKING hours 8:00 am to 5:00 pm.** Monday rides should be requested on Friday as we are closed on weekends. This helps ensure each client can access rides in time for their appointment. Same day ride requests or rides requested after BOOKING hours will be denied. Exceptions to this rule can be made in certain circumstances and if there is availability to do so.

We have extended our hours to help ensure clients are able to access rides to and from their appointments that may start earlier or end later, but we still highly recommend the client's appointments/rides start and end during business hours, this is due to issues that sometimes arise with using rideshare services. At times the client might miss a ride, the driver may not show up, or there may not be any drivers in the area, if that occurs the client will need to contact us to be able to assist with the issues. If the client's appointment/ride is before or after business hours and any of the above issues occur there will not be anyone to assist the client. If the client insists on booking appointments before or after hours it is highly recommended, they have another form of transportation as a backup, i.e., friend/family.

Client rides will begin and end at the client's home. Clients **MUST** use rideshare to get to their appointments to be able to get transportation home. Clients cannot ask the driver to take them to another location or ask us to pick them up from a location (unless it is a Ryan White provider) or unless they receive prior permission from someone at Impact Exchange. Clients must book all stops in advance, the only exception to this rule is for pharmacy pickup after an appointment if

time allows. Clients that have multiple appointments/pharmacy will be taken from home and to ALL appointments/pharmacy before returning home.

The clients are allotted **\$200** a month in rides, we will update the client throughout the month on the amount used once it gets close to the allotted amount. This amount resets on the 1st of each month. Exceptions to this rule can be made in certain circumstances, but we also recommend clients find providers or services closer to home and schedule multiple trips in one day to help reduce costs.

Clients that require assistance from a caretaker or have a service animal are also welcome to use the rideshare service. Clients may have one caretaker ride with them. Also, because these are private vehicles, all animals riding must be service animals; unfortunately, this does not cover emotional support/therapy animals. Wheelchair assisted vehicles are not plentiful so clients may need to wait longer to get a ride. *(Please note we have never had success with obtaining Uber's WAV and we highly recommend clients use a different transportation option if they require a wheelchair.)*

Clients **MUST** be able to get in and out of the vehicles, buckle, and put in/take out any personal items on their own, OR the client must have a caregiver ride to and from their appointments with them to be able to assist with these needs. Uber does not and will not assist the clients with these needs.

Clients are responsible for all their personal belongings. If items are lost/left in a vehicle or items have been stolen, the client may contact Impact Exchange and staff will report the lost/left/stolen item to Uber, after that there is nothing else Impact Exchange can do. We **CANNOT** guarantee items will be returned and are **NOT** responsible for any lost, left or stolen personal items.

Clients having surgical procedures where they will be given general anesthesia may receive a ride to the surgery but will need a caregiver to ride to and from the procedure with them, as rideshare is not a safe or suitable option for clients to use alone after anesthesia. The client **MUST** provide caregivers name and contact details when booking their ride for any procedure. If a caregiver is not provided, transportation will **NOT** be booked.

Clients needing emergency transportation to ER should call 911 as rideshare is not a suitable option.

Lastly, clients will need to speak with Impact Exchange staff by phone **prior** to their first ride so that staff can go over rules and tips to make this process successful.

Existing clients can call or text to book their transportation. Once the ride has been booked the client will receive a text message from Uber, they will use that text message the day of their appointment to activate their ride. Once the ride is activated clients will be called and/or texted directly by their UBER driver prior to pick-up. If clients do not have a cell phone or are unable to use texting messaging, this process will be more difficult but not impossible.

Thank you and we look forward to working with clients on this transportation option.