

Mileage Reimbursement Program for Older Adults of Ventura County **Frequently Asked Questions**

Is the entire Ventura County covered by the program? Are there any restrictions as to certain cities or unincorporated areas only? *The program is available to all Ventura County residents, 65 years and older.*

Does this program only help seniors or people with disabilities as well? *For now, the program is funded with the intent to specifically assist seniors (65+ years). As the program develops and additional funding is available, we would like to expand the program to include serving people with disabilities and younger older adults.*

Can your clients choose any drivers including IHSS/caregivers and/or family members? *Yes, the rider is responsible for finding his/her own driver. He/she can have as many drivers as available to them. At this time, there are no limitations to who can drive you, as long as that driver completes a 'drivers' acknowledgement form and initials the reimbursement form monthly for reimbursement.*

What are all the requirements to qualify for the program?
Ventura County Resident, who is 65 years or older.

Are all out-of-county medical trips covered or is it until the 300 miles is reached (assuming the client receives 300 miles and the trips are legitimate)? *In-County trips (up to 100 miles) can be for any purpose within Ventura County, without verification for approval. All Out-of-County trips must be for medical reasons and require verification that proves the rider is a patient at the location where the trip is being requested. A rider can request as many Out-of-County medical trips as are needed (beyond 300 miles), as long as they have a verifiable medical purpose.*

All trip requests are approved individually by our EDC (eligibility determination committee). If the EDC feels that an excess of 300 miles per month (for a specific rider's out-of-county medical needs) is appropriate, the committee can make the decision to exceed that maximum 300 miles for that individual. Trips can only be reimbursed up to 60 miles each way.

To apply, seniors must attend a workshop? *Not necessarily. A workshop is a good way to find out more about the program, but is not required. Any interested rider or caregiver can call 888-667-7003 ext. 516 to apply by phone.*

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As I read an article, it mentioned that your program covers medical trips outside the county up to 60 miles one way as long as they are verified as legitimate. However, is there a limit as to how many times can the client travel outside the county for medical purposes? *There is no limit as to how many times or trips the rider may request to be approved for reimbursement.*

How do you calculate the mileage amount that will be given to each client? *We use Mapquest to determine actual miles for each requested trip and an approval of those miles are determined by our EDC.*

Once the trips are requested by the rider and approved by the committee, a rider specific reimbursement form will be generated. Each reimbursement request form is unique to the rider's request and will show all the approved trips for that rider. These are the trips of which the rider can be request reimbursement. When a rider takes a trip from one of the approved trips, he/she will check it off (for reimbursement) and have the driver initial. Once a month (10th of each month), the rider will mail in the form for reimbursement.

How long is the application process? *In response to the huge rider interest we received with our start date of January 1st, 2015, we are currently anticipating a 45-60 day process time. Once we are caught up, we are expecting a 30-day process time.*

Are reimbursements sent to your clients or to the drivers? Is it through direct deposit or by paper checks? *No direct deposit. Paper checks made out to the requesting rider.*

My client only considers moving to the Ventura County if it is certain that he can be accepted into the program and that the program will continue running in the future. Do you see in the future the ability to secure funding to continue the program? *Being a grant funded program, financial sustainability is key to success and longevity. We cannot guarantee funding past our two-year grant cycle award, though we are actively discussing our plan to stabilize the program once the federal funding is completed.*