



Key Points

- Curb to curb service to Medicaid covered appointments.
- Service is free to full coverage Medicaid recipients.
- Transportation provided to medical appointments within Catawba County and outside of county with referral letter.
- A three business-day notice is needed for in-county appointments, and a five business-day notice for out-of-county appointments, but we will always attempt to assist if possible on short notice.

Business hours: Monday-Friday, 8 a.m. to 5 p.m.

For more information, call 828-695-5608, fax 828-695-5875 or email: bmccoury@catawbacountync.gov.

NO CHARGE INTERPRETATION SERVICES

If you do not speak English, or if you are deaf, hard of hearing, or blind, you can have interpretation services provided for you at no extra charge. Tell the person helping you that you need an interpreter.

Hmong

Yog hais tias koj hais tsis tau lus Askiv, los sis koj yog tibneeg lag ntseg, los yog tibneeg dig muag, peb muaj neeg pes lus dawb pub rau koj. Hais qhia rau tus tibneeg uas koj ntsib ntawd kom nws nrhiav neeg pab pes lus rau koj.

Spanish

Si usted no dice el inglés, o si usted es sordo, duro de oído, o ciego, usted puede hacer asegurar servicios de interpretación usted sin cargo adicional. Diga a la persona que le ayuda que usted necesita a un intérprete.



CATAWBA COUNTY SOCIAL SERVICES
3030 11th Ave DR SE • Hickory, NC 28602
(828) 695-5600 • www.catawbacountync.gov/dss/



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MEDICAID TRANSPORTATION SERVICES



Medicaid Transportation Services



To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy



Medicaid Transportation Services

Social Services Vehicle Transportation

Transportation is provided from your home to your medical appointments that are covered by Medicaid.

To be eligible, you must receive full coverage and have an assessment completed by the Transportation Unit. It can be completed over the telephone and only takes a few minutes.

If you are eligible, there is no cost for the service. You may call our office when you have appointments, and transportation will be scheduled. A three-day business notice is needed for appointments within Catawba County, and five business-day notice for appointments outside Catawba County. If possible, we will attempt to assist on shorter notice.

Transportation is provided in automobiles and customers must be able to transfer independently to and from the vehicle.

A service provided by  CATAWBA COUNTY
SOCIAL SERVICES.

Gas Vouchers

If you own a vehicle or have access to one, we can provide gas vouchers to assist you in getting to your Medicaid medical appointments. You must receive full coverage and have a transportation assessment completed to determine your eligibility. There are limitations on amounts authorized. Call 828-695-2135 for more information.

Lift Van and Fixed Route Bus Services

Catawba County Social Services contracts with Greenway Public Transportation to provide Medicaid transportation. Greenway can also provide a lift van to transport non-ambulatory clients who may be unable to transfer independently into a vehicle, or for clients who use a wheelchair. Call Social Services at 828-695-5608 for more details.

We provide bus coupons for citizens who live on a fixed bus route, who have a medical appointment on a fixed route.

For this service and others listed, you must be covered by full Medicaid and have a transportation assessment completed to determine eligibility.

General Guidelines for Transportation

You have the right to select your own medical provider except when the needed service can be obtained locally and the chosen provider is not at a significantly greater distance from your residence solely because of personal preference.

If there is a medical reason for seeing a provider out of town when the service can be obtained locally, then a written statement from the provider with justification will be required.



We must transport by the least expensive means available suitable to your needs. We take into account physical/mental conditions and individual circumstances in determining what transportation is suitable.

For in-county appointments, you will need to be ready at least one hour prior to your appointment time. Out of county appointments are on a case by case basis, so you should check with our office for an approximate pick up time. If your Medicaid requires a co-pay, please have it with you.