How It Works

Access our services by calling (541) 963-2877 or toll free at (855) 317-4286. If you are Medicaid or OHP eligible, you will be routed through the ride center and should call (877) 875-4657 instead.

Call takers are available Monday through Friday 7:30 am to 5:30 pm. Rides can be scheduled at almost any time a medical appointment is made. Reservations can be made up to 14 days in advance. Please try to give at least 24 hours’ notice.

Veteran Rides to Wellness features a broad range of passenger accessibility options including: sedans, ADA Accessible Mini Vans, and a Stretcher Car. However, we do not provide medically trained staff in route, and should not be called in the case of a medical emergency.

How Do I Qualify?

In order to qualify for Veteran Rides to Wellness you must:

- Be a veteran, and be able to provide documentation such as your VA ID or your DD214, and;
- Not be eligible for the VA Mileage Reimbursement Program, or;
- Be eligible for the VA Mileage Reimbursement Program, but not have a working vehicle, not have a vehicle that can accommodate your mobility device, not be able to legally drive, or have a doctor’s note saying you cannot safely drive after the medical procedure you are going to.

Veteran Rides to Wellness welcomes your service animal and/or personal care attendant, but does ask that you disclose this information at the time you schedule your ride. A spouse or family member may only ride for free if they are a personal care attendant. If they are riding for their own medical care, they are subject to the fare structure of the Rides to Wellness program which can be detailed upon request.

One quick caveat... A service animal is defined as having been individually trained to perform tasks to accommodate an individual with a disability. The Americans with Disabilities Act considered companion and comfort animals to be pets— sorry, we cannot transport pets...

Limitations:

This service is designed to primarily serve Union County. Trips are provided on an origin-to-destination basis. For some riders that means curb-to-curb, for others it may mean door-to-door. The default service is curb-to-curb, so please advise your trip scheduler of your level of need as soon as possible. We can even escort riders into the waiting room of a clinic. However we cannot enter your home or go beyond the waiting room of a medical establishment.

VA Mileage Reimbursement Eligibility:

- A Veteran with a service connected (SC) injury rating 30% or more
- Traveling out of the area for an SC condition rated 10% or higher
- Receiving a VA pension rate
- Those classified as being in Category 5 poverty (set federally and subject to change, but currently less than $1436 per month)
- Traveling for a schedule compensation or pension
What if I’m Going to Walla Walla on a Monday?

Monday’s are the only days UCPT will not drive an ambulatory client to the VA clinic in Walla Walla. We will however help coordinate your seat on the van that is already going to that clinic every Monday. If you have a mobility device that would preclude you from riding in that van then UCPT will transport you there on a Monday.

What if I’m Going to Routine Care in Town, Am I Still Eligible?

Absolutely. If you are a Veteran and you are going to a medical appointment (and you meet the requirements explained on the middle panel inside) you can use this program at no charge. At this time, and while funding lasts, there are no location restrictions on your appointment. UCPT will confirm appointments out of county with the provider at the address given.

Northeast Oregon Public Transit is a service of Community Connection of Northeast Oregon, Inc.

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