

ATTENDANT TRANSPORTATION SERVICE FACT SHEET

WHAT IS ATTENDANT TRANSPORTATION SERVICE?

The Attendant Transportation Service Program provides door-through-door and upper floor assistance to physically and/or mentally impaired older Philadelphians transported by the Shared Ride Program. This service provides an attendant who is specifically trained in assisting older adults with special needs, who have no other transportation options. The attendant's role supplements, but does not replace an informal or paid escort who may accompany an older person to his/her destination.

The Philadelphia Corporation for Aging (PCA) sponsors the Attendant Transportation Service (ATS) Program for older Philadelphians to travel to medical appointments, adult day care centers, dialysis, senior centers and essential shopping. Eligibility for this Program requires that consumers are certified by PCA as eligible for ATS, and must be registered with the Shared Ride Program.

Please be aware that the ATS program provides only non-medical rides to recipients of medical assistance. For persons receiving medical assistance, medical rides must be arranged through the Department of Public Welfare's Medical Assistance Transportation Program (MATP). The MATP provider in Philadelphia is LogistiCare Solutions, LLC, which can be reached at 1-877-835-7412.

WHO QUALIFIES FOR ATTENDANT TRANSPORTATION SERVICE?

To be eligible for ATS, consumers must be:

- Residents of Philadelphia
- Age 60 or over (proof of age is required)
- Registered in the Shared Ride Program
- Unable to independently transfer from their home to the Shared Ride vehicle, or from the vehicle to their destination
- Certified by a physician, nurse, social worker, or other health care / social service professional as needing this service

HOW DO OLDER ADULTS APPLY FOR ATTENDANT TRANSPORTATION SERVICE?

ATS application forms, with instructions for completion, are available from the PCA Helpline. The application must be completed in its entirety and signed by the applicant's physician, social worker or other social service or health care professional. A copy of an acceptable proof of age document must be submitted with the application. After the completed application and supporting documents have been received and reviewed by PCA, a letter of notification will be sent to the applicant and referral source regarding the applicant's eligibility, and certification for service. To obtain an application, contact the PCA Helpline at 215-765-9040.

WHEN IS ATTENDANT TRANSPORTATION SERVICE AVAILABLE?

Attendant Transportation Service is available Monday through Friday, between the general hours of 8:00 AM and 5:00 PM. ATS service is not provided on Saturday and Sunday.

HOW IS ATTENDANT TRANSPORTATION SERVICE SCHEDULED?

Attendant ride reservations are made by contacting the PCA Helpline at 215-765-9040 between the hours of 8:30 AM to 5:00 PM. All ride reservations must be made at least three (3) business days prior to the date of travel.

ARE THERE LIMITATIONS ON THE ATTENDANT TRANSPORTATION SERVICE?

All individuals who are accepted into the ATS program must be fully dressed, and ready to travel at the scheduled time. An attendant may assist a consumer with putting on a hat or coat, but may not assist with other dressing needs. There may be occasions when the condition of the consumer's home may have an effect on the attendant's ability to provide assistance. Stairways and/or steps that are too narrow or structurally unsound may prevent an attendant from safely providing assistance. As applicable, applications may require an on-site assessment prior to certification.

Funding for this service is limited. There may be times when waiting lists must be maintained, and consumers may be prioritized for service based on their level of need and trip destination.

The ATS Program is provided in conjunction with the Shared Ride Program. Therefore, it is necessary that the applicant be registered with the Shared Ride Program, administered by SEPTA CCT Connect prior to applying for ATS. If the applicant is not registered with the Shared Ride Program, those applications may be obtained from SEPTA Customer Service by calling 215-580-7145. Shared Ride applications may also be obtained from the PCA Helpline by calling 215-765-9040.

For more information about the ATS Program contact the PCA Helpline at 215-765-9040.

The Attendant Transportation Service Program is funded through a special grant from the Pennsylvania Department of Aging. It is administered by the Philadelphia Corporation for Aging, 642 North Broad Street, Philadelphia, PA 19130.