

VA



U.S. Department of Veterans Affairs

Veterans Health Administration

Providence Healthcare System

Please Note:

The Following VA Visits are not eligible for Beneficiary Travel Reimbursement:

- X-Ray's
- Routine Lab Work
- Research Appointments (exception: "Confirm" study appointments)
- Smoking Cessation Appointments/Groups
- Move Program Appointments /Groups
- Open Attendance Drop-in Groups
- Peer to Peer Groups
- Pharmacy Medication Pick-up
- OTP-Clinic (Methadone Clinic)
- OPS-Emergency (3B Med Refill Clinic)
- Audiology Device Handling Appointments
- Eye Glass Adjustment Appointments
- HUD-VASH Appointments (Home Search Program)
- PR-CNP Medical Opinion-X (Telephone Appointments)
- Incentive Work Therapy Appointments
- Peer Wrap Groups
- Meeting with VA Rep's (VA Central Office Reps)
- New Patient Orientation
- Veteran Center Visits
- Pro-VVC Appointments
- Pro-Telephone Appointments

One - Way Reimbursement Only

Special Lab Work - *as ordered by your clinician.

E/R with Nurse - Triage Visits *Only if E/R Visit is completed.

You do not qualify for reimbursement if you depart Against Medical Advice

Do not file for Travel Reimbursement if you came in on a shuttle!

Travel Resources

The following is a list of transportation options for Veterans coming into the VA Providence Medical Center, VA Providence Community Based Outpatient clinics (CBOC) and other pre-authorized outside VA Providence medical referral visits.

- 48 Hours' Notice Policy for all Future SMT Reservations
- Future SMT Reservations will only be booked 30 days out
 - Primary Care Physician (PCP) needs to enter in Special Mode Travel Consult for Wheelchair and Stretcher Transportation
 - Nurse or PCP can submit a Common Carrier Eligibility Note for Taxi/Lyft
- LYFT has the same eligibility criteria as Taxi/Special Mode Travel
- Lyft cannot be used in lieu of Hyannis or Boston Shuttle unless there is a Medical Reason

Beneficiary Travel Reimbursement

@ 41.5 cents per mile, or public transportation fares.

Reimbursed by ***Direct deposit to bank account or "Direct Express Debit Card"**. Sign up available at Travel Office. BTSSS or mail in claim form or in person at the Beneficiary Travel Window.

- Veterans with disabilities rated 30% or more service-connected (SC): travel for care relating to any of the Veterans medical or mental health issues.
- Veterans with service-connected disabilities rated at Zero to 30% seen for care relating specifically to their service-connected issue(s).
- Veterans receiving a VA Pension.
- Veterans with annual income below the maximum applicable annual rate of pension. Current rate of pension is below \$16,550.00 a year for Veteran with no dependents. Rate goes up with each dependent claimed to a max of 4 dependents.

Special Mode Travel

*Medically necessary specialized transportation: [\(401\) 273-7100](tel:(401)273-7100) ext. 13550.

- Veterans with service-connected disabilities rated 30% or more.

- Veterans with disabilities rated less than 30% seen for care relating specifically to service-connected condition(s).
- Veterans receiving a VA Pension.
- Veterans with annual income below the maximum applicable annual rate of pension. (below \$16,550.00 for Veteran with no dependent).
- Certain non-Veteran attendants, Caregivers and donors when related to care of a Veteran. (attendants, "Caregivers" & donors). Pre-approval is required.
- For scheduled appointments. Not available for med or equip pick-up, drop-in or walk-in visits.

Veterans Transportation Network

[\(401\) 457-3387](tel:(401)457-3387); Monday - Friday; Call between 5:30 AM and 2:00 PM for Reservation.

- *Please call, Monday - Friday, between 5:30 AM and 2:00 PM on appointment date for travel reservation.*
- *Door to door service provide by volunteer drivers in donated DAV mini vans.*
- *You must be ambulatory, able to get into and out of a vehicle without assistance.*
- *Service runs primarily for morning visits, with pick-ups arranged the day of visit.*
- *Must have scheduled VA appointment, however, travel for Labs and diagnostic walk-in visits ok.*
- *Service is available for medication pick up but is not available for equipment pick-up.*
- *Maybe accompanied by a spouse or caregiver with prior approval.*

VA Providence Shuttle Services

Hyannis Shuttle - Ambulatory Veterans shuttle departing Hyannis CBOC at 233 Stevens St. Hyannis MA. Monday - Friday at 6:45 AM. Memorial Day through Labor Day the shuttle operates Monday-Thursday. Must call to reserve seat. [\(401\) 457-3387](tel:(401)457-3387).

Boston VA Shuttle - Ambulatory Veterans shuttle departing VA Providence Monday - Friday at 5:45 AM. Must call to reserve seat. [\(401\) 457-3387](tel:(401)457-3387).

Shuttle from Main Campus to VA Eagle Square Campus - Shuttle runs on a 30min schedule starting at 8:00 AM ending at 4:30 PM, Monday thru Friday. Open to all ambulatory Veterans and visitors.

City and State Resources

CITY OF NEW BEDFORD SHUTTLE - Monday thru Friday, [\(508\) 991-6184](tel:(508)991-6184).

CITY OF FALL RIVER SHUTTLE – Monday thru Friday [\(508\) 324-2432](tel:(508)324-2432).

Medical Transport Management (MTM) - State of Rhode Island Travel. – [\(855\) 330-9131](tel:(855)330-9131).

Website: <https://www.mtm-inc.net/rhode-island/>

RIPTA BUS – Rhode Island's local public bus service. [Click here for schedule access](#).

RIPTA RIDE Program – ADA eligibility required. [\(401\) 461-9760](tel:(401)461-9760).

TOWN OF ATTLEBORO SHUTTLE – Monday thru Friday, [\(508\) 223-2222](tel:(508)223-2222) Ext. 3281.

Eastern Connecticut to VA Providence Travel Resource

Focus on Veterans – Call [\(860\) 317-1025](tel:(860)317-1025)

- Provide as much advanced notice as possible.
- Free door-to-door travel from cities and towns along our border with Connecticut.
- Wheelchair transportation available with 1-week advanced notice.

Massachusetts Disabled American Veterans (DAV) Transportation

With at least ten days' notice and for Massachusetts residents only.

VA Boston Area - [\(857\)364-5040](tel:(857)364-5040)

VA Brockton Area - [\(774\)826-2264](tel:(774)826-2264)

VA West Roxbury Area - [\(857\)203-5627](tel:(857)203-5627)