

No veteran left behind

Find transportation assistance that provides support for those who have served



Has lack of transportation kept you from going to medical appointments, to church, the grocery store, or to connect with friends?

You're not alone

In the U.S., **more than 100 million people don't drive**—that's almost one-third of the population.¹

Additionally, more than 5 million veterans describe themselves as living with a disability, which often requires transportation assistance.² That's a lot of people in need of a lift.



Explore resources to help you get out and about

Veterans Service Officers

Veteran Service Officers are certified, trained professionals who can help veterans submit their benefits claims or appeals to the Department of Veterans Affairs. Veteran Service Officers are knowledgeable about other veterans programs and resources including compensation, education, Veteran Readiness and Employment, home loans, life insurance, pension, healthcare, and burial benefits.

www.va.gov/ogc/apps/accreditation/index.asp

Disabled American Veterans (DAV)

DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans.

www.dav.org/get-help-now/medical-transportation/

Veterans looking to assist other veterans with transportation and take them to VA appointments can volunteer here.

www.dav.org/get-involved/volunteer/drive-a-vehicle/

Veterans Transportation Service (VTS)

VTS is a government program that provides transportation for veterans who need help getting to their medical appointments. Any veteran who qualifies for VA benefits can find help through the VTS, even if you live in a rural location.

www.va.gov/healthbenefits/vtp/map.asp

Angel Wings for Veterans

Angel Wings for Veterans offers transportation services in the form of vehicles, commercial airline tickets, bus tickets, train tickets and gas money.

888-675-1405

www.mercymedical.org/angel-wings-for-veterans

Humana Community Navigator®

Search within your community to connect to transportation programs, utility services, food resources, housing support and more.

Humana.findhelp.com

Veterans Crisis Line

24/7 confidential crisis support for veterans and their loved ones. If you need help, call the Suicide & Crisis Hotline at 988 then Press 1 or text 838255.

www.veteranscrisisline.net

Transportation could take you to better health



Access to transportation is important for us to live healthy lives and go about our normal routines. For older adults, transportation is also a major factor in maintaining independence while aging, along with keeping social connections.³

Helping you find transportation options

Questions to ask:

- How far can I travel with this service?
- What is the cost? Is it per ride or round trip?
- Can the driver help me to the vehicle or my home?
- Can the service transport riders with wheelchairs or mobility devices?
- Are other people picked up during my ride?
- Will they wait for me during the appointment?
- What is the policy for additional riders if I need to bring a caregiver or other person with me?

Consider checking transportation options from:

- Your doctor's office
- Veteran Service Organizations like VFW, DAV, AMVETS or American Legion posts in your community
- Your place of worship or local community center
- The local public transportation system
- Your family or friends

Explore rideshare family services:

With Lyft Family, caregivers and family members (over 18 years old) can add riders to their app and request rides directly for you. Together you can also safely share payments and ride details.

Support from your health plan

Some health plans may include benefits that provide medical transportation services. **Call the number on the back of your medical insurance ID card to see which benefits may be included in your plan.**

Sources:

1. Jana Lynott, "Universal Mobility as a Service: A Bold Vision for Harnessing the Opportunity of Disruption," AARP Public Policy Institute, September 2018, last accessed November 30, 2023, <https://www.aarp.org/content/dam/aarp/ppi/2019/07/universal-mobility-as-a-service.pdf>.
2. "For Returning Military Vets, Transportation is Key to Reintegration as Civilians," U.S. Department of Transportation, February 2015, last accessed November 30, 2023, https://www.transportation.gov/sites/dot.gov/files/docs/spotlight_0215.pdf.
3. Shrestha, B.P., Millonig, A., Hounsell, N.B. et al., "Review of Public Transport Needs of Older People in European Context," *Population Ageing* 10, 343–361 (2017), last accessed November 30, 2023, <https://doi.org/10.1007/s12062-016-9168-9>.

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Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

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