



1042 N. Shiawassee St.  
Corunna, MI 48817  
P: 989-743-2231  
F: 989-720-4909

## Transportation Passenger Eligibility Questionnaire

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Resident of Shiawassee County? Yes  No  SSN: \_\_\_\_\_

Do you have transportation to get to a pick up location? Yes  No

Do you require a wheelchair? Yes  No

Need assistance getting into a vehicle? Yes  No

Do you require an oxygen? If yes, do you use the tank or concentrator?

Tank \_\_\_\_\_ Concentrator \_\_\_\_\_

Have you been diagnosed with any of the following that our Volunteer Drivers should be aware of?

- Incontinence issues (loss of bladder control)
- Dementia
- Blind / Vision problems
- Other \_\_\_\_\_

Are you physically able to get around the hospital to your appointment? Yes  NO

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

For Office only DD214 on File Yes No

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

# Veteran Transportation Passenger Form

Last Name: \_\_\_\_\_ First Name \_\_\_\_\_

Middle Initial: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Member of Veterans Organization: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Anything else we should know?

\_\_\_\_\_

I HAVE READ AND UNDERSTAND THE PASSENGER RULES AND REGULATIONS:

**Veteran's Signature:** \_\_\_\_\_

For Office only

**Date Copy Received:** \_\_\_\_\_

Transportation Coordinator or Veteran Affairs Staff: \_\_\_\_\_

## **Pick-up Locations**

### **DRIVERS CANNOT PICK UP OR DROP OFF AT VETERANS HOME**

Laingsburg Town Tub, 201 W. Grand River Rd. Laingsburg, MI

Shiawassee VA Office- 1042 N. Shiawassee St. Corunna, MI

VG's- 1341 N. M-52, Owosso, MI

Cinema/River- 314 E. Comstock St. Owosso, MI

AMVETS Durand- 8495 E. M-71, Durand, MI

United Methodist Church Byron-101 S. Ann St. Byron, MI

Oasis Truck Stop Perry-3034 Lansing Rd. Perry MI

Morrice Senior Center-101 W. Mason St. Morrice MI

Oakley Community Church- 327 S Main ST. Oakley, MI

**When calling for a ride, Please remember to have these important bits of information:**

- 1. Last four of Veterans Social Security Number**
- 2. VA medical appointment location**
- 3. VA medical appointment date**
- 4. VA medical appointment time**
- 5. Approximate duration of appointment**
- 6. Is any sedation being used**

### **REMINDER:**

Our Van is reserved on a “first come, first serve” basis. If the van is in use, we may be able to offer the Veteran an alternative solution. O determine your eligibility, please complete the Transportation Program Passenger Eligibility Questionnaire. It is our privilege to serve our Veterans and offer them this program at zero cost to our Veterans.

## Guidelines for using DAV and COUNTY vans

Transportation appointments must be scheduled at least **72 hours** in advance to ensure there is a seat reserved for you on the vans that pickup.

Please note that the vans can only provide rides to ambulatory passengers who are able to move around without the driver's help

Van passengers are expected to follow certain guidelines, established by the Department of Veterans Affairs and the DAV National Headquarters. These guidelines include the following:

- All riders must be ambulatory (able to board and exit the van without the driver's help).
- The DAV van driver is only allowed to stop the van for rest stops, emergencies, and to pick up and drop off passengers. Passengers should not ask the driver to make side trips to take care of their personal business.
- Passengers are not permitted to smoke, chew tobacco, drink alcohol, use foul language, or bring weapons, drugs, or any illegal substance on the van. Van drivers are not required to provide transportation to any Veteran who is intoxicated, abusive, or who poses a threat to the driver or other passengers.
- Passengers should not do anything to distract the driver.
- Passengers should wear seatbelts at all times. Any passenger who refuses to wear a seatbelt will be denied transportation.
- No individuals, other than the Veteran, will be permitted to ride in the van unless permitted by the Transportation Coordinator. This may be Veteran's spouse or caregiver, if needed.
- Veterans being discharged or granted passes can ride on a DAV van during the van's trip back to its home county only if space is available. The Veteran must be ready to leave when the van leaves the VA medical center.
- Veterans should be dressed and ready to leave for the hospital at the time specified. Drivers can't wait for Veterans who aren't ready to leave at the appointed time.
- Veterans can only bring with them items that they can hold on their lap or store under the seat.
- The DAV van is not an emergency vehicle. The driver may refuse to transport any Veteran who appears to be too ill to ride the van.
- Veterans who use the DAV Transportation Network will not be eligible to receive reimbursement for travel expenses.
- **Drivers will wait no more than 15 minutes at pick up points**
- Drivers are not to accept payment from any passenger for transportation.



## **Fraud Costs Everyone**

Beneficiary travel fraud can take money out of the pockets of deserving Veterans.

Inappropriate uses of beneficiary travel benefits include:

- Incorrect addresses provided resulting in increased mileage
  - Driving/riding together and making separate claims
- Taking no cost transportation, such as DAV, and making claims.

Veterans making false statements for beneficiary travel reimbursement may be prosecuted under applicable laws.

## **Reporting Fraud**

Help VA's Secretary ensure the integrity of departmental operations by reporting suspected fraud, waste or abuse in VA programs or operations.

VAOIG toll-free hotline: 1-800-488-8244

(8:30am–4:00pm Eastern Time Monday–Friday excluding Federal holidays)

You may also contact us by mail, e-mail and FAX.

Write the VAOIG Hotline:

VA Inspector General Hotline (53E) P.O. Box 50410 Washington, DC 20091-0410

E-mail the VAOIG Hotline: [vaoi hotline@va.gov](mailto:vaoi hotline@va.gov)

FAX the VAOIG Hotline: (202) 565-7936



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We are committed to providing you with the best transportation services and need your help in updating our records. Please review the following policy updates along with filling out mandatory paperwork to maintain your eligibility for our transportation program.

**Appointments** – Our DAV van will take you to your scheduled appointments between 6:00am – 3:00pm at VA Medical Centers or clinics. If you have an appointment outside of that window you will need to provide your own transportation. Also, if you request transportation to a medical appointment scheduled someplace other than a VA hospital/clinic/office, we will need a copy of your referral to that entity from your VA provider.

**Cancelled appointments** - If for any reason you have to cancel an appointment please contact our office as soon as possible so we can schedule other veterans that would like to use our service.

**Probation** - If you cancel 3 appointments in a 60 day period, you will be placed on 90 day probation. The van is reserved on a first call, first serve basis, therefore we turn down other passengers due to holding your appointment. If you cancel within the 90 day probation we may have to remove you from the program.

**No/call No show** – will not be tolerated. We do understand that emergencies arise but please contact us or your eligibility for the program will be in jeopardy. Two no shows without notification to our office with a valid reason will be cause for removal from the program.

**Required Forms** – Please fill out the attached required forms and return to our office as soon as possible. We need to update our records annually and must have you fill them out before your next transportation appointment. You may drop them off, mail, email or fax them in.

**Questions** - can be answered by calling our transportation line at 989-743-2642 or send us an email at [Vetaffairs@shiawassee.net](mailto:Vetaffairs@shiawassee.net). You can expect us to respond to your e-mail within 72 hours.