

Please keep this for your reference



13945 Evergreen Ave, 4<sup>th</sup> Floor  
Clearwater, FL 33762  
(727) 571-4384, option 1

## Neighborly Transportation Program

Thank you for speaking with the Customer Service Team. The Neighborly Care Network Transportation Program provides limited medical transportation for Pinellas County residents 60 years of age and older who are not eligible for Medicaid transportation. Prospective clients must register prior to receiving transportation. Please allow us three days of processing once we receive your application in the mail. Annual re-certification is required.

Transportation is limited to **10 miles from the client's home** and is provided based on the availability of grant funds.

**It is up to you to call us when you need a trip.**

**Transportation is provided for the earliest pickup of 9:00 a.m. for a 9:30 appointment and calls for pickup must be received before 2:30 p.m. (1:30 p.m. for wheelchair clients).** Transportation service cannot be provided outside of these hours.

Once registered, each client must call Neighborly Dispatch **at least two working days** prior to the day on which transportation is needed. Wheelchair clients should give at least **four** working days of notice. We are closed weekends and most holidays. Trips may be scheduled as early as 2 weeks before the appointment date. To request or cancel a trip, or to request pickup after an appointment, **call 727-571-4384, option 1, between 9:00 a.m. and 2:30 p.m., Monday through Friday.** Our dispatchers are also available to answer any questions you may have about our service and how it operates.

Each client should allow at least 30 minutes for a driver to return to the medical facility for passenger pickup. There is no fee for this service, although donations are appreciated and accepted.