

Please keep this for your reference



5225 Tech Data Dr, Ste 102
Clearwater, FL 33760
(727) 571-4384

Neighborly Transportation Program

Thank you for your interest in our services. The Neighborly Care Network Transportation Program provides 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. Once we have received your application, please allow up to two weeks for processing. Application is good for one year. For clients who have ridden in the last 12 months, recertification is required for continuation of services.

Once registered, each client must call Neighborly Dispatch **2 business days** prior to the day on which transportation is needed. We are closed weekends and most holidays. Trips may be scheduled as early as 3 weeks before the appointment date and are limited to **10 miles from the client's home**. To request transportation, **call 727-571-4384 between 7:30 a.m. and 4:00 p.m., Monday through Friday.**

Transportation is provided for the earliest pickup of 8:45 a.m. for a 9:30 a.m. appointment and calls for pickup must be received before 4:00 p.m. (1:30 p.m. for wheelchair clients). Transportation service cannot be provided outside of these hours. Each client should allow at least 30 minutes for a driver to return to the medical facility for passenger pickup.

Your suggested voluntary contribution is \$5.00 per round trip. While no one will be denied a ride, please contribute what you can afford as it helps us to sustain this vital service and increase the number of trips we provide each day.

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YOUR RIGHT TO APPEAL TO
THE AREA AGENCY ON AGING OF PASCO-PINELLAS, INC.

The Area Agency on Aging of Pasco-Pinellas, Inc (AAAPP), a designated Aging and Disability Resource Center (ARDC), works hard with its service provider agencies to make sure that you are satisfied with the services you receive. You have the right to voice concerns/complaints and to file a grievance to your service provider without fear that care will be negatively affected. In the event that you file a grievance with your service provider and are not satisfied with their decision regarding your services, the following steps can be taken in the following order.

- 1) You have seven calendar* days following your receipt of notification of an adverse decision from your service provider to file a request to the Area Agency on Aging to appeal your provider's decision regarding your grievance. Your request must be submitted in writing. If you need assistance writing, submitting and/or delivering the appeal to the AAAPP, contact your service provider. Your appeal request should be forwarded to:
Ann Marie Winter, Executive Director
Area Agency on Aging of Pasco-Pinellas, Inc.
Gadsden Building
9549 Koger Blvd., Suite 100
St. Petersburg, FL 33702
- 2) If you need assistance in understanding the appeal process to the AAAPP, immediately contact Ann Marie Winter at (727) 570-9696, ext. 266. Upon receiving this contact, an impartial representative for the AAAPP will contact you and provide and interpretation of the process of appeal to the AAAPP. This paragraph in no way affects the seven calendar* day time frame described in paragraph 1.
- 3) Upon receipt of your request to appeal, the Area Agency on Aging will notify you with the time and place scheduled for the appeal. You will have the opportunity to examine your records and to copy those records prior to the appeal. During the appeal procedure you will be able to discuss the matter and have witnesses, if you so desire. You may also be represented by an attorney or another representative. Transportation assistance, if needed, will be provided to you to attend the appeal.
- 4) The Area Agency on Aging will notify you in writing within seven calendar* days after a decision is made on the grievance review your appeal. You will be informed of the reason for the decision and the effect it has on your current benefits. The decision by the AAAPP is final.

*In computing any period to time prescribed or allowed by these guidelines, the last day to the period so computed shall be included unless it is a Saturday, Sunday, or legal holiday, in which event the period shall run until the end of the next day which is neither a Saturday, Sunday, or legal holiday.