

## CO-PAYS

Your co-pay amount will depend on the zone (distance) of your trip. Town and Country Transit will provide the copay prior to your trip.

**\*If your medial trip is for the purpose on receiving a COVID Vaccination, you will have no copay.**

## CONTRIBUTIONS

Periodically, you will receive a voluntary contribution letter if you have used the service during that period. This is only voluntary if you wish to donate towards the service. Donations are to be returned to the Agency in envelope provided.

## SURVEYS

Occasionally you will receive a survey to inquire if you are satisfied with the service, which will be returned to the Agency on Aging. Your response can be anonymous.

## CANCELLATIONS

If you have to cancel your scheduled transportation for whatever reason, please give Town & Country Transit notification the day prior to appointment if possible. If you do not cancel, you can be charged the full fare cost determined for your one-way trip.



**ARMSTRONG COUNTY  
BOARD OF COMMISSIONERS:**

John Strate  
Anthony Shea  
Pat Fabian

Rev 07/09/2024



# Sponsored Medical Transportation



**Armstrong  
County  
Area Agency on Aging**

**120 S. Grant Ave.  
Suite #4  
Kittanning, PA 16201**

**(724) 548-3290  
or  
(800) 368-1066**

**aaa@armstrong.pa.us**

**Lisa Shaffer  
Executive Director**

# DESCRIPTION

➔ Medical transportation provides transportation for medical services for individuals, 65 and older, and also to those 60+ who are receiving cancer treatments or dialysis; or to Veterans 60+, who do not drive or have access to a vehicle, are unable to access public transportation services, and have no other persons/resources available to them. Medical transportation is available within Armstrong County and to limited out-of-county locations. Call Agency on Aging for the locations and days transportation is available out of county.

## APPLICATION:

To obtain approval for these trips, you must first contact the Agency on Aging at 800-368-1066. They will obtain the necessary information to determine eligibility. (If you have an Access Card/Medical Assistance you will be referred to Community Action Agency.) Once approved, your authorization will be turned over to Town & Country Transit. They in turn will mail you an application packet to complete and return to them along with a copy of a photo I.D. So allow enough time for this process.

## NOTICE

It will be your responsibility to contact Town & Country the business day prior to your appointment before 11am at (724)548-8696 or 1-800-245-8588.

An IVR system will call with your pickup time the day before your trip. If no contact is made between you and TACT, your scheduled transportation will be cancelled. AAA will then attempt to reach you or your contact person.

## AUTHORIZATION

Your authorization will be for a one-year period. At the end of that period, you will be contacted by phone to update your file to be reauthorized for another one-year period. If we cannot reach you within a few days, a letter will be sent to you. If we still cannot reach you, your name will be placed on an inactive list.

## NO SHOW POLICY

Any billable no-shows (anyone authorized through AAA), who is scheduled for a medical appointment and does not cancel with TACT 2 hours prior to the earliest pickup time who have missed an appointment with out cancelling, will be billed the full fare amount determined for a one-way trip to your proposed destination.

Of course, if you cancel your trip by the day prior to your visit or before two hours prior to your earliest pickup time, you will not be billed for the trip.



## OUT OF COUNTY TRIPS

Tues. --Pittsburgh Trips

Wed. & Fri. — Butler Trips

(Will vary for different areas.)



## Please note:

### Pittsburgh Trip Times:

- Drop off time in Pittsburgh: 9:30 am.
- Pick up time from Dr. in Pittsburgh: 1:00 p.m.

Please make appointments accordingly.