



Welcome to OATS

Dear Client,

We are very pleased that you are interested in utilizing our services. As your OATS coordinator, it's my goal to provide you with information and to meet your transportation needs. It is OATS goal to give you the highest quality service. The following pages have descriptive information on how to use our service. Included in this packet, you will find the medical schedule, which we hope will help you coordinate when making your reservations with us and appointments with your doctor.

IMPORTANT!!!!

As of January 29th, 2010 OATS will no longer transport for Physical Therapy, Pain management, Dialysis, and Radiation treatments under the MEAAA contract. You may request a ride to transport for these medical reasons by either using your Medicaid coverage, or Private Pay (out of pocket expense). For further information please contact us at 1-800-201-OATS OR 636-937-6454.

Medical appointments are limited to 1 medical per week under the MEAAA contract. Additional medicals within the same week will be charged a set Rate. **Please review service charges.**

EMERGENCY

OATS is a non emergency medical transportation service. If you have any medical emergencies please dial 911.

Next day or same day request

Due to the high intake with trip request OATS cannot transport next day or same day. Please review guidelines below.

Guidelines

Please make medical reservations within 3-5 days prior to your appointment. Service's are intended for medical use, grocery shopping **within the local area**, Senior Dining Centers and business area trips; such as the Bank, Post office and or Social Security office. Contact OATS to be sure you qualify to use these particular services. Any of these services must be scheduled in advance and cannot be added the same day.

Grocery Shopping

Clients may attend local shopping with OATS twice a month after the Senior Center and a 2 hour shopping trip twice a month to a predetermined location. Weekly shopping trips are **group orientated and on pre-scheduled days**. The store selected to shop at for the day is decided by what store the majority want to go to. You will need to contact your coordinator and inquire on what date you are assigned for shopping. OATS is also aware that our clients have other needs then just the grocery store. Each client is restricted to 4-6 small bags and no bulk items. Reservations for shopping trips must be requested within 3-5 days in advance.

Senior Dining Centers -See attached procedures for Senior Center Transportation

Some clients qualify to ride with OATS to a Senior Dining Center. Senior Dining Centers are designed to help you with nutrition. Some Centers offer activities as well. Please contact your coordinator for information on the days your Center is available. Any clients seeking transportation to a Senior Dining Center, must attend the one closest to them.

Public Service

For clients who qualify for donation service, you must keep all reservations and time frames within the schedule that has been provided for you. In order to keep services on a donation basis, please keep all appointments between the hours of 10 a.m. and 12 p.m. If you know of someone who may need transportation and are not qualified to use the same benefits or can't pay out of pocket expenses just have them give us a call, we will explain other funding options that may be available to them. Our contacts numbers are 636-937-6454 or toll free at 1-800-201-OATS.

Private Pay (out of pocket expense)

Although OATS does provide donation base services, there may be requests that do not fall under our MEAAA funding. For this reason OATS has provided our clients with the option to pay out of pocket, this is private pay. For a private pay trip, the client needs to call in to be sure OATS has the availability to transport, please note OATS does not transport for all private pay request. Please call your coordinator for more details

Private pay fees start at \$24.00* per one way trip
Additional fees may apply, contact your coordinator.

*Fees are subject to change at any time. Prices may vary by residential location and trip
(Payments and donations are accepted by check or money order at the time of the trip. **NO CASH PLEASE.** OATS does not bill after the fact unless special arrangements have been made in advance)

Hours

Monday thru Friday: 5:30 a.m.

Service charges:

60 and over are provided by funding under MEAAA (Donations encouraged)

59 and under \$24.00* each way (\$48.00 round trip)

*Fees are subject to change at any time. Prices may vary by residential location and trip
(Payments and donations are accepted by check or money order at the time of the trip. NO
CASH PLEASE. OATS does not bill after the fact unless special arrangements have been made
in advance)

Cancellation

Please cancel 24 hours in advance with your coordinator. For last minute emergency cancels
please contact our dispatch center by dialing 636-937-6454.

Additional passengers:

We do allow our riders to have a Personal Aide or companion, contact your coordinator for
more details.

HELP KEEP US GOING!!!!

If you would like to make a donation to help keep funding available, please make donations
payable to MEAAA.

MEAAA (Mid East Area Agency on Aging)
14535 Manchester
Manchester Mo, 63011
636-207-0847

We look forward to servicing you with your transportation needs!

We have been committed to servicing our area since 1971 and are looking forward to meeting
your transportation needs for many years to come. If for any reason you have any additional
questions please call 636-937-6454.

Senior Center Transportation Procedures

Reservations at the Senior Center

- Call Senior Center 24 hours in advance or sign up at the Center by 11:00 the day prior
- Sign up sheet at desk or talk to desk volunteers if calling in
- Everyday the SCA will fax or e-mail the list to the transportation provider.
- **No last minute add-ons with driver going back**
- Riders must eat lunch at the Senior Center

Center Cancellations

- Proper notice is the rider calling in by 8:00 am of the day of the ride to cancel
- After one cancellation with improper notice, the Senior Center Administrator will talk to the client and tell them that if there are two cancellations with improper notice, **the client may be taken off the program for two weeks after review of documentation taken by the Senior Center Administrator**
- Chronic cancellations (3 to 5 per month) may result in the rider being taken off of the program after review of documentation written by the Senior Center Administrator. The Senior Center Administrator will forward information to the Contracts Manager at MEAAA at 636-207-1323 x 108 or x 107, please leave a message if voice mail is offered. If the Senior Center or schools are closed due to inclement weather, there will be no transportation provided by OATS, Union, Wentzville, or Franklin County Transportation

After Center Shopping

- After center shopping is offered one time a week with a limit of three bags
- Must go to one store that is chosen by majority of participants

En Route Stops (on way home)

- Driver must be notified when the client is picked up in the morning
- Stops must be on the way home along the regular route; driver cannot go back and forth
- Stops can be bank or pharmacy only, no beauty/barber shop stops

Incident/Observation/Suggestion Form

- Senior Center Administrator completes forms as soon as possible. The forms will be forwarded directly to the Contracts Manager, 14535 Manchester, MO 63011
- May cover a range of issues including, but not limited to, chronic lateness, incontinence, driver safety issues, etc.
- Riders may also complete an incident or observation form and give to the Senior Center Administrator. The Senior Center Administrator will forward a copy of these forms to the Contracts Manager.
- If incident involves risk to client, SCA should call Contracts Manager at 636-207-1323 x 108 or x 107, please leave message if voice mail is offered.

General

- Transportation procedures will be posted at all Senior Centers as well as suggested contribution amount; upon request extra copies will be available to emergency contacts
- Every new and existing participant will receive a copy of the written procedures. A consent form will need to be signed by the participant. An emergency contact information form, a suggested contribution form and contribution envelope will be provided too. Each contribution envelope will be coded by county

Transportation Common Questions

How do I send my contributions?

- Use white envelopes
- Put in the meal contribution box
- Or you can mail them (requires stamp)

How often do I send in contributions?

- As often as you would like
- You can send it in weekly, monthly, etc.
- You do not have to contribute daily

How do I request a ride?

For MES rides:

- Call the Transportation Coordinator (MEAAA) at 636-751-0889
- Call at least one week ahead (i.e. the week before you need a ride)
- Please don't wait until Friday afternoon to request a ride for the following week.

For rides to the senior center:

- Call 24 hours in advance or sign up at the center by 11:00 the day before

How do I cancel my ride?

For MES rides:

- Call the Transportation Coordinator (636-751-0889) 3 days in advance

For rides to the senior center:

- Call OATS 1-800201-6287 (to cancel the ride)
- **And** the senior center (to cancel the meal)

Is there a toll-free number in case the Transportation Coordinator number might be long distance for me?

- Yes, 1-800-243-6060 X 127
- Please only call this line if the other is long distance for you.

Why can't we go out to restaurants on shopping days?

- Because MEAAA is **required** to use the funds for transportation in very specific ways like for rides to senior centers, essential shopping trips and medical appts.
- Going to restaurants is not included in the program
- If we allow this, all funding for transportation could be lost.
- We will be bringing this issue to the MEAAA board to get a final answer, but as for now the board is not letting us allow rides to restaurants

