My Freedom Transportation Program
Guidelines for Use

Please be aware of the following guidelines for using the program.

1. The cost of each fare is $6.00. The preferred method of payment is with a credit card (MasterCard, Visa, Discover, and American Express). Consumers may also submit payment in the form of a Money Order or personal check. If there are any problems with payment, no new fare will be issued until all outstanding charges and fees are paid in full. If two personal checks were returned as a result of Non-Sufficient Funds (NSF), the consumer is then required to submit money order payments and/or both credit card payments in place of personal checks.

2. A maximum of 15 fares per month may be requested ($90.00). Each fare purchased has a rolling 60 day expiration period. Fare cards never expire. Fares that expire after 60 day validity period will be removed from the fare card automatically by the computer system.

3. There is a limit on the number of fares CICOA can issue per month. Fare requests are processed within 1-2 business days, in the order that they are received. If we have reached the limit when you place your order, you will be asked to call back the next month. Checks and money orders received after this point will be returned.

4. It is your responsibility to contact providers and make transportation arrangements for each trip. You may only secure transportation services from the list of approved and participating My Freedom Transportation Voucher Program providers.

5. Providers may charge 1 or 2 fares per one-way trip. Any consumer traveling over 15 miles or crossing county lines can charge up to two fares each way. It is your responsibility to discuss this with the provider prior to confirming transportation arrangements. You should never be charged more than 2 fares for a one-way trip. Consumers cannot cross over 3 counties.

6. Fares may be used for transportation for any purpose (medical or non-medical). Fares may be used to secure transportation across county lines. You will need to confirm the provider’s availability to provide cross county service at the time of your reservation.

7. One attendant or companion may ride with you at no additional charge.

8. Present the fare card along with picture ID to the driver at the time of pick-up. The driver will complete the fare card process.
9. Fares are valid on or after the DATE ISSUED. They may not be used to pay for trips that occurred in the past. In addition, all fares are printed on a fare card. The consumer is to keep the original fare card issued to them. Consumers can call in monthly to order additional fares on their card. Consumers are given the phone number (317)483-0907 and they will be prompted to enter their 10-digit phone number along with their month and day of their birth date. This will allow the consumer the check their balance at any time. No exchanges will be allowed.

10. Vouchers are nontransferable.

Refund/Exchange/Replacement Policy

Refunds will be issued only in the following circumstances:

**Death of Consumer**
Director must be notified within 90 days of the date of death in order for refund to be processed. Please be prepared to submit a copy of the obituary. Only returned fares will be refunded.

**Consumer Relocates Out of Area**
Director must be notified within 30 days of the date of relocation in order for refund to be processed. Only returned fares will be refunded.

**Hospitalization or Rehabilitation**
Consumer experiences sudden or frequent medical emergencies requiring hospitalization, long-term rehabilitation during the fare validity period. Consumer or consumer’s family is responsible for contacting CICOA regarding situation, which prohibits consumer from utilizing vouchers during the 60-day validity period.

**Replacements**
Fares will only be replaced if they have not been received after 7-10 business days of being placed in the mail. The same fare card will be issued. It will be clear if the consumer has received both sets. If an individual is found to be abusing the replacement policy, they will be unable to access future replacement vouchers.

**NOTE:** Limits established for the maximum number of fares outlined above will be evaluated on an ongoing basis and may be reduced at any time by CICOA Aging & In-Home Solutions to help insure that demand does not exceed available funding for the service.