



CICOA Aging & In-Home Solutions
Way2Go Transportation
8440 Woodfield Crossing Blvd., Suite 175
Indianapolis, IN 46240-4359
Ph: 317-803-6153 - Fax: 317-803-6151



Frequently Asked Questions

Discount Taxi Fare & Wheelchair Vouchers

Question: Who is eligible for discount taxi fare or wheelchair vouchers?

Answer: Any person who is 60 years of age or older. The person must be a Marion county resident and be traveling within Marion County. Wheelchair vouchers can only be used if the person is physically in a wheelchair and non-ambulatory.

Question: How can I obtain discount taxi fare or wheelchair vouchers?

Answer: Call CICOA Aging & In-Home Solutions and request an application for the Senior Transportation Program. Submit completed application along with payment (check, money order, or call office to order via credit card). Once payment is received, the discount taxi fare/vouchers will be sent to you via mail. You may also obtain discount taxi fare/vouchers in person at our office with cash, check or money order. Please make all checks payable to CICOA.

Question: What is the charge for discount taxi fare or wheelchair vouchers?

- **Discount Taxi Fare:** Consumers are limited to \$50.00 of discount taxi fare, for a cost of \$25.00. Discount taxi fare is issued on a first-come, first-served basis. There is also a limit on the amount of discount taxi fare CICOA can issue per month. If we have reached the limit when you place your order, you will be asked to call back the next month.
- **Wheelchair vouchers:** Consumers who use a wheelchair for their mobility needs may receive wheelchair transportation for a cost of \$6.00 per voucher. Each voucher is good for a one-way trip for any purpose within Marion County. A roundtrip requires two vouchers for a cost of \$12.00.

Question: Do discount taxi fare or wheelchair vouchers expire?

Answer: Yes, both discount taxi fare and wheelchair vouchers have an expiration date. Please refer to the individual vouchers to determine the date it expires.

Question: Can I exchange expired discount taxi fare or wheelchair vouchers?

Answer: No. We request consumers use all discount taxi fare and wheelchair vouchers prior to their expiration date.

Question: Is change given when the cost is an uneven amount?

Answer: No, the fare will be rounded to the nearest dollar.

Question: Can discount taxi fare be used for Medicaid co-pay?

Answer: No.



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Question: How far in advance should one call for taxi cab transportation?

Answer: Call 30-40 minutes prior to desired pick-up time to schedule your taxi ride. Be sure to tell the dispatcher you plan to pay for your trip with discount taxi fare coupons.

Question: How far in advance should one call for wheelchair transportation?

Answer: Call two days prior to desired pick-up to schedule your wheelchair transportation. Be sure to tell the dispatcher you plan to pay for your trip with wheelchair vouchers.

Question: Should I tip the driver? If so, how should tip be provided?

Answer: Tips are optional. If you choose to tip the driver, please use cash rather than giving the driver additional taxi coupons.

Question: Is there an additional charge for an attendant to accompany me with discount taxi fare?

Answer: ZTrip, formally known as, Indianapolis Yellow Cab charges \$0.65 for additional passengers.

Question: Will they transport a consumer to an appointment located on County Line Road when the office is located on that street?

Answer: Yes, as long as the address is located on the county line.

Question: Is ZTrip, formally known as, Indianapolis Yellow Cab, still providing Medicaid transportation for Medicaid consumers?

Answer: ZTrip, formally known as, Indianapolis Yellow Cab continues to provide Medicaid transportation to consumers who have previously ridden with them. They are also accepting new Medicaid clients.

Question: How much assistance can ZTrip, formally known as, Indianapolis Yellow Cab drivers offer to passengers?

Answer: ZTrip, formally known as, Indianapolis Yellow Cab provides curb to curb services. If you are utilizing a wheelchair, a Personal Care Attendant or escort can ride along free of charge to assist you with getting inside your destination. Please make sure to notify dispatch of the additional passenger when scheduling. For consumers not in a wheelchair, it is expected that they can maneuver themselves in and out of the vehicle under their own power.

Question: What size wheelchairs can ZTrip, formally known as, Indianapolis Yellow Cab transport and can they accommodate bariatric wheelchairs? (width, weight & height)

Answer: ZTrip, formally known as, Indianapolis Yellow Cab can take standard size wheel chairs that are approximate 27-29 inches wide and of standard height. If the individual is over 6ft tall it could become an issue with headroom. Due to the width of the ramp ZTrip, formally known as, Indianapolis Yellow Cab is unable to take any chair that is larger than a standard size and cannot accommodate any bariatric wheelchairs.