

2022 ACMF Symposium Transportation Resources List

We hope that this will help you find transportation options available around the state!

CALL the Be Connected Support Line - 866-429-8387 (866-4AZ-VETS)

During business hours (8:00am to 5:00pm), Monday - Friday

Anyone can call the [Be Connected support line](#)! You are welcome to call anonymously. The support line is answered by the dedicated Be Connected Team, who are available to connect callers to information and resources for your transportation needs. If the team members are not available during a high volume of calls, and your call isn't urgent, you can leave a message so we can call you back the same day, or within 1 business day.

AZRideInfo. Transportation resources throughout the state of Arizona including some rural areas. 344 statewide resources both at no cost and some with applicable fees.

<http://www.azrideinfo.com/Transportation>

Disabled American Veterans Transportation Network - servicing Northern Arizona. 928-776-6065

Office hours are 7:00am to 1:00pm M-F. Transportation service available for morning appointments only. Closed on Federal Holidays. Reserve ride at least 3 days in advance of scheduled medical appointments.

Service Areas: Verde Valley (Yavapai County), Greater Prescott Area, Northern Yavapai/I-40, South West Yavapai, SE Yavapai/Mayer to Black Canyon City

Verde Valley Caregivers Coalition

299 Van Deren Road, Suite 2, Sedona, Arizona 86336, United States

(928) 204-1238

Hours: Monday - Friday: 9am - 4pm

Saturday - Sunday: Closed

<https://vvcaregivers.org/>

SouthEastern Arizona Governments Organization (SEAGO)

<https://www.seago.org/>

SEAGO's Regional Mobility Management program <https://www.seagomobility.org/>

Central Arizona VA Veterans Transportation Program

Requesting Transportation: call 602-277-5551 ext. 7650 (***Please listen to your options for services needed.***)

Beneficiary Travel Self Service System (BTSSS) Travel Reimbursement

- BTSSS: How to submit a travel reimbursement claim for a VA facility appointment
<https://youtu.be/axBYPuhZcoo>
- BTSSS: How to submit a travel reimbursement claim for a non-VA facility appointment
https://youtu.be/ai_LYF3al-s
- BTSSS: How to check the status of your travel reimbursement claim
<https://youtu.be/HWH7Lell72s>
- You may also submit a hard copy (10-3542)
- You may also submit your request at the kiosk stationed in the facility.

Beneficiary Travel POC

→ Phoenix VA Healthcare System

- ◆ **Marzette King**-*Mobility Manager* 602-277-5551 ext. 7799
- ◆ **Gregory Federick**-*Traffic Manager* 602-277-5551 ext. 2780

→ Southern VA Healthcare System

- ◆ Schedule a ride at www.vetride.va.gov/
- ◆ **Jose M. Acosta**-*Supervisor, Motor Vehicle Operator* Jose.Acosta@va.gov

→ Northern VA Healthcare System

- ◆ **Cristopher McHugh**- *Mobility Manager* 928-776-6144
- ◆ Transportation Dispatch 928-445-4860, ext: 6046

DAV Transportation Network

DAV Phoenix: Due to covid the DAV transportation program has not restarted per hospital director

- DAV is working to restart program as soon as possible
- Started the process to hire a new DAV hospital service/transportation coordinator employee
- Goal to have program up and running by Oct/Nov 2022

Phoenix VA Patient Travel Option - CALL 602-277-7650

DAV Tucson: Currently operating with some restrictions due to covid (reduced passenger loads for social distancing, etc.)

- Patients are brought in to main VA campus from:
- Casa Grande, Yuma, local Tucson, and Sierra Vista (and all cities within cochise county)
- Prior to COVID: Average 300 patients a month 18,000 miles and 750 volunteer hours
- During COVID: Average 70 patients a month, 4,000 miles, and 165 volunteer hours
- Current reduced ridership also due to optional VA covid treatments
- Local community (choice/community care, etc.)
- All DAV patients must be 100% ambulatory (able to transfer in and out of vehicle)
- No lift or wheelchair capability on vans

Tucson VA Patient Travel Option

- *Must meet administrative qualifications:*
- *30% or more service-connected (compensated by the va)*
- *On a VA pension stipend*
- *Low income (standard set by congress)*
- Can take for appts on and off campus 24/7
- Call 520-629-4626, patient travel needs minimum 24 hr notice

Need to Schedule a Tucson DAV Ride?

Rides to and from main VA campus only (no CBOCs or outside appointments)

- M-F morning scheduled appointments only
- Local Tucson 0800-1100
- Sierra Vista area 0900-1200
- Casa Grande 0800-1200
- Yuma 0900-1100

Call 520-792-1450, ext. 1-6565

Min 5-7 business days advance notice

Office hours are M-F 0730-1200 (no answer...leave a message, return calls w/in 24-48 hours)

DAV Prescott VA

- Prescott VA has hired a new Hospital Service/Transportation Coordinator!
- VA still has to do their onboarding and vetting processing on the new DAV employee and train them
- Estimated restart of the DAV Transportation program will be the 1st week of June or worst-case 2nd week of June
- Due to COVID-19 all DAV's Nationally are having similar issues with hiring and recruiting volunteer drivers

VA Telehealth Services <https://telehealth.va.gov/>

Northern Arizona VA Veterans Transportation Program

VTS supports Veterans for VA or VA authorized appointments Monday-Friday excluding Federal Holidays

- We recommend calling at least a week in advance as schedules can fill up
 - Prescott: 928-445-4860, Ext:6046
 - Cottonwood: 928-642-0248
 - Kingman: 928-848-2034

Beneficiary Travel (BT)

Mileage reimbursement = 41.5 Cents per mile

File VA Form 10-3542 and submit to the Beneficiary Travel office in person, mail, fax or online using Beneficiary Travel Self Service System (BTSSS)

Transportation - Coordinated through VTS if they are unable to provide transportation for eligible Veterans.

Lodging and Meals - Reimbursed at 50% of the Governments per diem rate with PRIOR authorization from the veteran's healthcare provider.

Per diem rate can be found by going to <https://www.gsa.gov/travel/plan-book/per-diem-rates>

NAVAHCS Beneficiary Travel Office

Located at the Main VA in Prescott, AZ in building 117, Room 107

928-445-4860, Ext: 6226 Fax: 928-776-6051

