

Case Management
In-Home Care Registry
Congregate Meals
Meals on Wheels
Non-Emergency
Transportation



Operation & Management
of Senior Centers
Resources/Referrals
Health & Wellness Programs
Volunteering Opportunities

A NONPROFIT SERVING ORANGE COUNTY'S SENIORS

Hello,

Thank you for your interest in the South County Senior Non-Emergency Medical Transportation Program. Please find the included enrollment form and liability waiver which must be completed and returned to our office by mail, prior to utilizing the service. **Please note that there are two areas on the application requiring the participant's signature. Applications missing one or both signatures will not be processed and will be returned to sender.**

The South County Senior Non-Emergency Medical Transportation Program is funded by the County of Orange, Office on Aging, through monies received from the National Tobacco Settlement Revenue (TSR) and Measure M2. The program was developed to provide seniors with transportation to their non-emergency medical appointments including but not limited to dialysis, physical therapy, dentistry, vision, hearing, prescription pick-ups, testing and x-rays.

To qualify for the program participants must be at least 60 years of age and reside within the South Orange County designated service area: Aliso Viejo, Dana Point, Irvine, Laguna Woods, Laguna Niguel, Laguna Hills, Laguna Beach, Lake Forest (Foothill Ranch), Mission Viejo (Ladera Ranch, Coto de Caza), Newport Beach, Rancho Santa Margarita (Trabuco Canyon, Dove Canyon), Silverado Canyon, Rancho Mission Viejo, San Clemente and San Juan Capistrano.

- Transportation will be provided within the designated service area; Irvine / Newport Beach and south through San Clemente. Destination addresses that fall outside of the designated service area are limited to maximum trip length of 15 miles from the client residence to the medical facility
- **Clients are limited to a maximum of 16 one-way trips (8 round-trips) per-month**
- In addition to medical facilities within our service area, this program also serves: Kaiser Lakeview and Kramer Medical Offices Anaheim, UCI Orange, St. Joseph's Orange, and the VA Long Beach Veterans Hospital
- **Rides must be scheduled at least 48-hours (2 business days) in advance and will be given on a first come, first served basis**
- Riders will be charged \$2.00 per one-way trip and must have exact change

23101 Lake Center Dr, Suite 325, Lake Forest, CA 92630

www.MyAgeWell.org

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- Program hours are Monday through Friday, 7:00am - 6:00pm (excluding holidays: New Year's Day (observed), MLK Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day (observed), Thanksgiving (Th, F), Christmas (observed))
- Companions ride free of charge (companions must be ambulatory and able)

Please fill out the enrollment form completely and return to:

Age Well Senior Services Transportation Program

23101 Lake Center Dr, Suite 325
Lake Forest, CA 92630

Your enrollment form will be reviewed and the eligibility determination will be mailed to your home address. If you have any questions please feel free to contact us at (949) 855-9766, Monday - Friday, between the hours of 8:00am and 4:00pm. We look forward to assisting you with your non-emergency medical transportation needs.

Sincerely,

Joe Cervantes

Joe Cervantes
Transportation Director

Revised: 3/27/2020 3:52 PM