



June 22, 2022

Important Change in Services Please Read

Dear Senior Non-Emergency Medical Transportation (SNEMT) participant,

Due to the simultaneous increase in trip counts and increasing costs we have found it necessary to modify our existing transportation program.

- **Beginning July 1, 2022 and going forward, Age Well will require all rides to be scheduled at least five (5) business days in advance.**
- This change in scheduling will allow us more time to schedule the increased amount of rides we are experiencing.

Should you need to schedule a ride sooner than five (5) business days in advance of your trip:

- You may qualify for the **OCTA ACCESS** program. OCTA ACCESS can be reached at (714) 560-5956. Please contact them directly for program details, questions, and eligibility determination or visit their website at www.octa.net.
- Many insurance plans, including Medi-Cal, may have non-emergency medical transportation programs available. Please contact your insurance provider for inquiries.
- For additional resources, please reach out to the Orange County Office on Aging's Information and Assistance call center at **(800) 510-2020**.

Sincerely,

Amie Reynoso
Transportation Director