



## Human Services Transportation Delivery Non-Emergency Medical Transportation

OCPT is a NEMT transportation provider for the FTSB Brokerage. Transportation is provided at NO COST to clients who are approved for Medicaid transportation. Medicaid transportation is available Monday-Friday from 6:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 1:00 p.m.

Key things to know:

- You must call the transportation broker at least 72 hours prior to appointment.
- You can only receive this benefit if you do not have a working vehicle (car, truck, van) in the household, or
- If you or someone in your household has a vehicle that cannot be used, you must inform the transportation broker in writing. The letter must say why you cannot use the vehicle.

Kentucky Medicaid Program eligible passengers are responsible for calling the FTSB Brokerage at 1-888-848-0989 to schedule trips.



## Veteran Transportation

OCPT provides Veteran transportation for ½ off the regular fare price.



## Assistance

OCPT offers “door-to-door” service. Door-to-door service means that the driver will escort the passenger from the main entrance door of the origin to the main entrance door of the destination.

Drivers are prohibited from entering passenger's homes.

Important things to remember:

- All transportation to general public and Veteran appointments must be made at 72 hours in advance by calling OCPT at 502-750-2828.
- General public passenger must have exact fare, drivers are not permitted to make change.
- Medicaid Medical Transportation must be made at least 72 hours in advance by calling the FTSB Brokerage at 1- 888-848-0989.



## Other Languages | Otros idiomas | 其他語言

Por favor, háganos saber si desea obtener información en otro idioma. Usted puede venir por la oficina en 100 North Thomas Street en Owenton, KY para recopilar información.

請讓我們知道, 如果你希望獲得另一種語言的信息。您可以在100北托馬斯街歐文頓, KY得的辦公室收集信息



## No-Shows and Cancellations

A no-show is when a passenger does not cancel and does not appear within 15 minutes of the vehicle's arrival at the point of pick-up, provided the vehicle arrives within the “on-time” service window (15 minutes before or after the scheduled pick up time). A no-show tag will be placed on the client's door.

Trip cancellation should be twenty-four (24) hours in advance, but a minimum notice of two (2) hours is acceptable in situations of unforeseen nature (e.g., illness, or other matters of urgency).

No-show and late cancellations cause service delays and denial of service to other passengers. Excessive no-shows and cancellations will be tracked and may result in each trip being scheduled individually until such pattern of “no-shows” occurrences has improved.



## Adverse Weather Conditions

Every effort will be made to maintain operations during adverse weather conditions; however, Safety is our primary concern. OCPT reserves the right to delay or cancel services. You may call OCPT at 502-750-2828 or 502-484-3405 to confirm transportation during inclement weather. OCPT clients are responsible for making sure driveways, sidewalks, and ramps are clean and clear of hazards such as ice and snow. Owen County has an emergency alert notification system and you can sign up at owencountyky.us or call the administration office.



## Kentucky Relay Service

The Kentucky Relay Service enables hearing impaired and deaf persons to call and conveniently communicate transportation needs to OCPT. You can reach the Kentucky Relay Service as follows: TDD Users call 1-800-648-6056 and Voice Users call 1-800-648-6057.

