

WHAT IS THE VHA-UBER HEALTH CONNECT (VUHC) INITIATIVE?



The VUHC Initiative provides Veterans with a supplemental transportation option to get to and from approved medical appointments via Uber Health



The VUHC Initiative is a partnership between the VHA and Uber Health



The VUHC Initiative aims to

- 1) Improve Veterans' access to healthcare and transportation experience,
- 2) Reduce missed appointments, no-shows, and cancellations, and
- 3) Achieve cost-savings for the Department of Veterans Affairs

PROGRAM BENEFITS

- Improved Veterans' access to VHA healthcare outcomes and improved quality of life
- No cost to Veterans and no need to file a claim
- Simple and quick process to request a ride
- Cost-effective third-party alternative
- Cost savings from fewer no-shows and quicker discharges

QUESTIONS?

Beneficiary Travel eligible Veterans may contact their local VA Medical Center Veteran Transportation Office to learn more about the VHA Uber Health Connect Initiative.

PROGRAM ELIGIBILITY

Veterans must be beneficiary travel (BT) eligible to receive Uber Health rides.

BT eligibility criteria:

- Service connected (SC) rating of 30 percent or more, or
- Traveling to / from treatment of an SC condition, or
- Receive VA pension, or
- Income does not exceed the maximum annual VA pension rate

PROGRAM REQUIREMENTS

- Veteran must be BT eligible
- Veteran must be ambulatory and able to get in/out of vehicle unassisted
- Veteran must be traveling for a VA scheduled appointment for examination, care, or treatment
- An approved VA common carrier consult must be in the Veteran's medical record identifying that the Veteran has a valid need for common carrier or lacks a privately owned vehicle.
- A VA employee should enter the Uber Health ride request for tracking and monitoring purposes

FREQUENTLY ASKED QUESTIONS

Do Veterans need the Uber app to receive transportation?

No. Veterans do not need the Uber app. Veterans will receive ride notifications via text messages.

Who should Veterans contact to schedule a ride?

Veterans should contact their VAMC transportation office to schedule a ride.

How long will the driver wait before leaving?

Uber drivers will wait up to 5 minutes after they arrive for pickup. After 5 minutes, drivers can choose to cancel the trip.

Will the Veteran be charged any cost?

No. Veterans will not be charged for the ride nor are they required or expected to pay tips to the driver. The VAMC that scheduled the trip will handle all payments for rides.

What if the Veteran can't make it to their appointment or it's canceled?

The Veteran should contact their VAMC to cancel the scheduled Uber Health ride or to reschedule the ride for another date and time.

Are Veterans able to change the drop-off location once they are in the vehicle?

No. Veterans are not able to change the drop-off address or add stops once in the vehicle. The driver will only transport Veterans to / from their appointment / residence.



*Expanding Healthcare
Access for Veterans
with Uber Health*



VA

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