

Call 614-233-2381
to arrange PRS
medical transportation.

**The Franklin County
Department of Job
and Family Services
Transportation Unit is
open from 7 a.m. to
5 p.m. Monday through
Friday (except County
holidays).**

ATTENTION PRS CUSTOMERS!

During the last three months of your pregnancy you may request to be placed on a WILL CALL status. This will allow you to call the cab company directly after our normal business hours or on weekends to arrange immediate transportation for yourself for medical attention if necessary.

You may only arrange this transportation to the medical provider or hospital you have indicated to your Transportation Representative.

For all other medical appointments, please call 614-233-2381, at least 24 hours before your scheduled appointment.

You are eligible for PRS transportation services until your baby reaches 2 months of age.

After that time you must make other arrangements or enroll for medical transportation services under another eligible program by calling your Case Manager.

Franklin County Department of Job and Family Services
1721 Northland Park Avenue, Columbus, OH 43229



FCDJFS #126 (Revised August 2016)

QUESTIONS AND ANSWERS

**Pregnancy
&
Related
Services
Medical Cab
Transportation
Services**



Q HOW DO I GET A CAB TO THE DOCTOR?

A CALL the TRANSPORTATION UNIT at 614-233-2381 to schedule transportation or confirm your cab arrangements. Requests should be made 24 hours or one business day before your doctor's appointment.



Q HOW DO I GET HOME FROM THE DOCTOR?

A The cab driver will give you a return slip to be used when you are ready to return home or go to your next medical appointment.

Call the number on the return slip to summon a cab when you are ready to leave your current location.

Q WHEN MUST I BE READY?

A You must be ready for the cab one hour before your appointment time.

(The cab may arrive any time during the hour before your appointment time).



Q WHAT IF THE CAB DOES NOT COME?

A Weather conditions and other factors may affect when your cab arrives. **If a cab has not arrived 30 minutes before your appointment, call the Transportation Unit at 614-233-2381**, so that we may confirm that a cab is on the way to you.

DO NOT CALL THE CAB COMPANY DIRECTLY!

We have special procedures to confirm your transportation.

Q WHAT IF I NEED A CAB AFTER COUNTY BUSINESS HOURS OR ON WEEKENDS?

A If you need cab service **after** County business hours, contact the Transportation Unit in advance.



Q WHAT IF I MUST CANCEL OR CHANGE MY CAB ARRANGEMENTS?

A If you must cancel or change any information regarding your scheduled cab transportation, such as time, date, or location, you must call and report these changes to the Transportation Unit at FCDJFS.

The cab transportation provider is only authorized to take you where we instruct them.

Call Your LEAP Case Manager

to change your
LEAP transportation
schedule.

Call 614-233-2381

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SPECIAL INFORMATION FOR LEAP STUDENTS!

If you miss a scheduled cab more than two days in a row, your transportation may be put on hold until the issue is resolved. The cab company is not obligated to wait for you if you are not ready at your scheduled pick-up time.

**You must be ready at
your scheduled
pick-up time!**

You may directly call the cab company if you need to cancel your cab **only before** agency business hours.

Franklin County Department of Job and Family Services
1721 Northland Park Avenue, Columbus, OH 43229



FCDJFS #121 (Revised August 2016)

QUESTIONS AND ANSWERS

Learning
Earning
and
Parenting
(LEAP)
Medical Cab
Transportation
Services



Q HOW DO I ARRANGE LEAP?

A Your LEAP Case Manager must send your schedule to the Transportation Unit. This will include the addresses, days and times that you are to be picked up.



Q WHEN MUST I BE READY?

A You must be ready for the cab one hour before your appointment time.

(The cab may arrive any time during the hour before your appointment time).



Q WHAT IF I MUST CANCEL MY CAB?

A Call the Transportation Unit at 614-233-2381 during agency business hours to cancel your transportation. You may only call the cab company directly before agency business hours.



Q WHAT IF THE CAB DOES NOT COME?

A Weather conditions and other circumstances can affect the time when your cab will arrive. If the cab has not arrived 30 minutes after your scheduled pick-up time, call the Transportation Unit at 614-233-2381. You may only call the cab company directly before agency business hours.

Q HOW DO I CALL THE CAB TO GO HOME?

A The cab driver will give you a return slip to be used when you are ready to return home from school.

Call the number on the return slip to summon a cab when you are ready to leave school if your pick-up time has not been pre-arranged.

Q WHAT IF MY SCHEDULE CHANGES?

A If you must change any information regarding your scheduled cab transportation, such as time, date, or location, report the changes to your LEAP Case Manager. The cab transportation provider is only authorized to take you where we instruct them. They are not authorized to change the information we give them regarding your cab trip.

Call 614-233-2381
to request bus
passes for medical
appointments.

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FCDJFS #123 (Revised August 2016)

QUESTIONS **AND** **ANSWERS**

**BUS &
PASSES**
for Medical
Transportation
Services



Franklin County Department of Job and
Family Services

Q

HOW DO I GET BUS PASSES FOR MEDICAL APPOINTMENTS?

A

CALL the TRANSPORTATION UNIT at 614-233-2381

to request that you be mailed the number of bus passes you need. Requests should be made 10 business days before your scheduled medical appointments.



Q

HOW MANY PASSES DO I NEED?

A

Each bus pass is good for one full day's travel on **COTA buses**. Regardless of how many appointments you have in one day, you may use one pass to ride the bus the entire day.

Q

DO MY CHILDREN NEED BUS PASSES?

A

Children under age 7 ride COTA for free. Children 7-12 are eligible for Youth Passes at a reduced rate.

Let us know if any of the eligible riders are in these age groups.

Q

WHAT IF MY BUS PASSES DO NOT ARRIVE?

A

If your passes do not arrive five days before your scheduled appointment, **call the Transportation Unit at 614-233-2381** and let them know that your requested passes have not yet arrived. We will confirm your current address and attempt to resend your requested passes.



Let us know immediately if your mailing address changes!

Call 614-233-2381
to arrange Title XX
transportation.

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ATTENTION TITLE XX CUSTOMERS!

Customers receiving Title XX transportation services are normally limited to four round trips in a 6-month-eligibility period, unless special circumstances apply.

Contact the Transportation Unit for more information on the limits of your transportation services.

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FCDJFS #117 (Revised August 2016)

QUESTIONS AND ANSWERS



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A If you need cab service after County business hours, contact the Transportation Unit in advance.

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A If you must cancel or make any changes regarding your scheduled cab transportation, such as time, date, or location, you must contact the Transportation Unit at FCDJFS.

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Call 614-233-2381
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transportation.

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FCDJFS #122 (Revised August 2016)

QUESTIONS **AND** **ANSWERS**

**Non-Emergency
Transportation
(NET)
Medical Cab
Transportation
Services**



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DO NOT CALL THE CAB COMPANY DIRECTLY!

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A Contact the Transportation Unit in advance if you need cab service **after** County business hours.

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