

No Show & Late Cancellation Policy

**CTC takes this policy very seriously
read before your ride!**

Cancellations

If a passenger needs to call and cancel a ride, they must call CTC at least 24 hours in advance. If a passenger fails to call in 24 hours in advance they will receive a warning. If they fail to call with 24 hours a second time within 30 days they will be suspended from riding for a period of no less than 30 days (1 month). If a passenger does not cancel 24 hours in advance because of an "extreme situation" they must call CTC, cases will be handled in a case by case basis.

No-Shows

A "No-Show" is defined as an event in which a passenger has previously scheduled a ride with CTC and fails to call CTC to cancel their ride and then fails to appear for their ride.

Late cancellations which are within 2 hours of the scheduled time will be treated as a "no show"

Passengers who fail to call and cancel and fail to appear for their scheduled ride in a timely manner will be given one verbal and one written warning. If the client fails to cancel and appear for another ride within 30 days of the warning, they will be suspended from riding for a period of no less than 30 days (1 month). If the client continues to "no show" the period which they are suspended maybe increased, this will be based on an individual evaluation of the riders history and the circumstances. If the "No-Show" is due to an extreme and/or extenuating circumstance the passenger must call CTC and each case will be dealt with in a case by case basis.

**If you have questions about this policy
please call CTC**

Updated 7-1-21

Clermont Transportation Connection
4003 Filager Rd.
Batavia, OH 45103

FORWARD MOTION



Non-Emergency Medical Transportation (NET)



Phone	1.513.732.7433
Fax	1.513.732.7490
Ohio Relay	1.800.750.0750
Toll Free	1.877.724.7433

www.ctc.clermontcountyohio.gov

Non-Emergency Medical Transportation (NET)

What is Non-Emergency Medical Transportation (NET)?

Non-Emergency Medical Transportation or NET is available to persons on Medicaid.

The service provides transportation services to and from medical appointments. The service is free of charge for those who are eligible.

Standard NET service is available Monday thru Saturday 4:30AM to 6:00PM

Dialysis NET service is available beyond the standard hours; ask a dispatcher for more details.

Scheduling

To schedule a ride:

YOU MUST CALL 10 DAYS IN ADVANCE

you may call

UP TO 2 MONTHS IN ADVANCE,

trips are scheduled on a first come first serve basis.

Dispatch Office Hours

5:30am to 6:30pm Monday thru Friday
and 8:00am to 2:00pm on Saturday

Destinations

Passengers can be picked up anywhere in Clermont County and taken to any medical destination in Clermont, Hamilton, or Brown County.

DJFS Main Line: 513-732-7111

New Customers

All first time Medicaid eligible customers requesting NET service must have their eligibility verified with the Clermont County Department of Jobs and Family Services (DHFS). CTC contacts DJFS, but the verification process can take up to 24 hours. Customers may schedule a ride before CTC receives the verification, but customers may only travel within Clermont County and may have to pay for their ride. If a customer has been approved for services but does not use the service for several months, CTC is required to verify their Medicaid eligibility again before providing NET service. If a customer has Medicaid and moves from another county, they are required to switch the Medicaid registration with DJFS before CTC can provide any NET service.

Riding CTC's NET Service

- The bus may arrive 15min before or after the scheduled pick up or drop off time
- The bus will wait 5 min at the pick-up location Passengers who have a service animal may bring it on the bus
- The driver may help passengers on and off the bus and may help them secure their wheel chair, but under no circumstances will a driver enter a passenger's home
- Drivers cannot not sign clients out of medical facilities
- If you require assistance from another person please let a dispatcher know when you schedule your trip and their transportation will be paid for by Medicaid.

CTC Dispatch Office: 513-732-7433

General Information

Passenger Rules

While riding any CTC vehicle, passengers must abide by the following rules:

- No Smoking
- No Eating or Drinking
- No Profanity
- No Weapons
- No Drugs or Alcohol
- No Disruptive Behavior

CTC bus drivers have the authority to remove a passenger from the bus if they fail to follow these rules. If a rider continues to violate these rules they may lose riding privileges.

REMEMBER THE DRIVER IS RESPONSIBLE FOR YOUR SAFETY AND OTHER MOTORISTS SAFETY

In the event of severe weather CTC may close for safety, if this happens information is submitted to all major broadcasting networks.

Suggestions - Comments - Complaints

CTC is always looking for ways to provide it's passengers with better service. If you have a suggestion, comment, or complaint please call CTC's operations manager at 513.732.7578

This brochure is available in an alternative format, for information call 513.732.7433

CTC is funded by a combination of:

Federal Grants
State of Ohio Grants
Local Contracts

The Board of Clermont County Commissioners
Passenger Fares

www.ctc.clermontcountyohio.gov