



## Frequently Asked Questions

### Free Transportation and Assistance to COVID-19 Vaccine Appointments in Winnebago, Outagamie, and Calumet Counties

#### Who is eligible for free transportation to their vaccine appointment?

- People who live in Winnebago, Outagamie, and Calumet counties and have COVID-19 vaccination appointments within any of these three counties.
- If you need assistance while riding or at your vaccination appointment, another person can come with you and would also qualify for a free ride. Mention that you will have an additional person with you when you call Make the Ride Happen at 920-225-1719.
- If you do not have child care and need to bring children to your vaccination appointment with you, they can also qualify for a free ride. Please make sure to mention that you will have children with you when calling Make the Ride Happen at 920-225-1719.

#### What is considered a vaccination appointment?

- Travel to and from COVID-19 vaccination appointments at any site providing COVID-19 vaccinations in Winnebago, Outagamie, and Calumet counties, including clinics, hospitals, pharmacies, and public vaccination sites like Sunnyview Expo Center and Fox Cities Exhibition Center.
- If your vaccine requires a second dose, free public transit rides through GO Transit and Valley Transit are available to help get you to your appointment, or call Make the Ride Happen at 920-225-1719 to schedule other free transportation options for your second dose appointment. Transportation for second doses will not automatically be scheduled when you call for transportation for your first dose.
- Make the Ride Happen ***will not*** be able to assist individuals with scheduling their COVID-19 vaccination appointments. Make the Ride Happen is only able to help with transportation options to your appointment.. For information on how to schedule a COVID-19 vaccine appointment, follow your local health department online and social media for the latest updates.

#### What transportation options can I use and how do I schedule a ride?

- **PUBLIC TRANSIT**
  - When boarding, tell the bus driver that you are going to your COVID-19 vaccination appointment.
  - You may need to ride more than one route to reach your destination; make sure to request a FREE transfer from your bus driver when boarding the first bus.
  - Providers: GO Transit (Oshkosh and Neenah) and Valley Transit (Appleton, Buchanan, Grand Chute, Kaukauna, Kimberly, Little Chute, City of Menasha, Fox Crossing, and Neenah) fixed bus routes
  - Rides are ***FREE*** for individuals who are able to access public transit AND are traveling to a vaccine appointment.

- Go to [GO Transit](#) or [Valley Transit's](#) Trip Planners on their websites to enter your address and your destination. Find the bus stop and route that will get you closest to your starting location and vaccination location and appointment time.
  - You will ***not*** need to show an ID or proof of your vaccination appointment.
  - GO Transit and Valley Transit drivers will ***not*** be able to alter their fixed routes to pick you up at your home and drop you off directly at your vaccination location.
  - Masks are required on GO Transit and Valley Transit buses.
- **PARATRANSIT**
    - Providers: VT II (Valley Transit), City Cab and Running Inc (GO Transit)
    - For registered riders with disabilities who are unable to use public transit and for seniors age 60 and over
    - Rides are ***FREE*** for individuals who are eligible and registered for paratransit AND are traveling to a vaccine appointment
    - Registered paratransit riders must call a day in advance to make a trip reservation and indicate that they are going to get their COVID-19 vaccine. Staff will make a note in their records to alert the driver that the rider does not need to pay a fare for their trip.
    - Masks are required on paratransit rides.
- **BADGERCARE PLUS AND WISCONSIN MEDICAID MEMBERS WHO ARE ELIGIBLE FOR NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) SERVICES**
    - Once you have a COVID-19 vaccine appointment, schedule a ride by calling MTM, Inc. at 866-907-1493 (TTY 711). When scheduling your ride, you will be asked to provide your ForwardHealth ID number (from your ForwardHealth ID card) and the address of the vaccination site.
    - This includes rides scheduled the same day as the appointment.
- **CAB/UBER/LYFT**
    - If you're unable to use public transit or paratransit or are unsure of your options, call Make the Ride Happen at 920-225-1719 Monday - Friday from 8:30am - 4:30pm to schedule a free ride with a cab, Uber, Lyft, or other shared ride service.
    - Rides are ***FREE*** for individuals who have scheduled their transportation through Make the Ride Happen AND are traveling to a vaccine appointment.
    - Your cab/Uber/Lyft driver will not wait for you while you are at your vaccine appointment. You will need to coordinate a pick-up time with Make the Ride Happen when you call.

### **What information will I need to provide?**

- When calling Make the Ride Happen at 920-225-1719, be prepared with the following information:
  - Pickup address
  - Vaccine appointment address
  - Requested appointment and return times
  - If you will be traveling with another person or utilizing any mobility aids
- If you're calling MTM at 866-907-1493 (TTY 711) to schedule a ride, be prepared with the following information:
  - Your ForwardHealth ID (found on your ForwardHealth card)
  - The address of where you will get your vaccine

- You will ***not*** need to show proof of your COVID-19 vaccination appointment in order to ride any of the free transportation options

#### **How long will this free transportation be available?**

- March 1 through December 31, 2021

#### **Questions/Assistance:**

- If you have transportation related questions or need help considering or scheduling your transportation options, call Make the Ride Happen at 920-225-1719.