

## **On Demand Medical Transportation**

To accommodate riders, we offer:

Accessible Stops

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One-on-one staff assistance

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Staff training on assisting people with mobility problems

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Voice announcements

Age Requirements

22-55

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56-60

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60+

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Must meet income and residency requirements.

Intake Process

Professional referral required. Requests for transportation must be made through the Department of Family Services, the Department of Mental Health, Substance Abuse and Developmental Services, the Health Department, or a private human services agency by a services worker. Residents can contact their services worker or Loudoun County Family Services for more detailed program information or to request a referral for transportation assistance.

Intake Contact Telephone

(703) 771-5851

Provider Refer

Yes

Residency Requirements

Serves Loudoun County residents.

Loudoun County Department of Family Services

<https://www.loudoun.gov/dss>

<http://www.loudoun.gov/index.aspx?nid=1699>

Main

(703) 777-0420

Shenandoah Building

102 Heritage Way Northeast

Suite 103

20176 VA

United States

Fee Structure

No Fee

Languages Spoken

English

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Spanish

The On-Demand Transportation Program provides non-emergency medical transportation to Loudoun County residents who meet the income criteria for the program. Transportation is offered for medical and dental appointments when no other viable transportation exists. Medicaid recipients are expected to access the ModivCare (Logisticare) Transportation Program whenever possible. Transportation is intended for travel within Loudoun County with few exceptions. Bilingual staff members are sometimes available to provide assistance. Call ahead for bilingual services.

Transportation services may be referred out to community partners for wheelchair transportation.

Service Area(s)

Loudoun County

Email

[dfs@loudoun.gov](mailto:dfs@loudoun.gov)