



aging & disability
RESOURCECENTER
of Eau Claire County

Transportation Resource Guide

Helping You Put the Pieces Together



Ageing & Disability Resource Center
721 Oxford Avenue – Room 1550
Eau Claire WI 54703
839-4735 • 1-888-338-4636 • tty: use Relay (711)
Monday – Friday, 8:00 am – 5:00 pm

*Serving adults age 60 and older, adults with disabilities, families,
caregivers and professionals*

Information and Assistance - On a broad range of community resources.

Elderly Benefit Specialist and Disability Benefit Specialist - Assist with public and private benefits such as Medicare, Medicaid, Social Security, Social Security Income, Social Security Disability Income, Supplemental Insurance, prescription drug coverage and more.

Long Term Care Options Counseling

Eligibility Determination - For publicly funded long term care, (Community Health partnership, Community Family Care, IRIS – Include, Respect, I Self-Direct).

Family Caregiver Support - Information, support and assistance for family caregivers, Powerful Tools for Caregivers Class, support group,

Health Promotion and Prevention Classes -Caregiving Classes; Stepping On Fall Prevention Program; in-home fall prevention program *Living Well*, Chronic Disease Self-Management Program; Medical Nutrition Therapy; Memory Screening, adaptive equipment and more.

Meals on Wheels - Available Monday - Friday throughout Eau Claire County to home-bound individuals

Senior Dining - Hot, nutritious meals served in a group setting

Ensure Plus Liquid Supplement—Available at the Aging & Disability Resource Center & the Augusta Senior Center. Delivery available.

Volunteer Opportunities - Meals on Wheels drivers and assessors and at Senior Dining Sites.



ABBY VANS, INC.

W5621 Todd Road
Neillsville, WI 54456
715-743-3364
1-800-236-8438
www.abbyvans.com

Office Hours: 8:00 am – 5:00 pm, Monday - Friday

- Non-emergency specialized transportation. any time, day or night, 365 days a year, with advanced reservation.
- First aid and CPR certification required for all drivers.
- All vehicles are licensed and inspected
- Full-size & mini vans

EAU CLAIRE TRANSIT

910 Forest Street
Eau Claire, WI 54703
715-839-5111
www.ci.eau-claire.wi.us

Office Hours: 7:30 am – 5:00 pm, Monday - Friday
Transit Hours: 6:00 am - 10:00 pm, Monday - Friday
8:00 am - 6:00 pm Saturday

- Buses with wheelchair lifts
- Smoke-free
- Unlimited elderly and disabled—book of 15 tickets

HANDI-LIFT

1035 10th Avenue
Cumberland, WI 54829
1-800-989-7433
715-822-5077

- Non-emergency transportation
- Serves multi counties
- Non-smoking vans with wheelchair lifts
- Call 2-3 days in advance for appointment
- If paying by Medicaid, has to be a Medical appointment
- If private pay, can transport anywhere

NEW FREEDOM TRANSPORTATION

Center for Independent Living for Western WI, Inc.
2920 Schneider Avenue E.
Menomonie WI 54751
1-877-577-8452
715-514-4200

- Voucher program to provide transportation options for persons with disabilities and transportation barriers
- You arrange your ride and pay driver with voucher.
- Can choose own driver or use commercial transportation pre-approved by voucher transportation program
- New Freedom Transportation Program accepts applications for volunteer drivers who will provide one-on-one transportation service.
- Mileage is paid at current federal mileage rate.

PARA TRANSIT

“Subsidized Transportation”

Transportation program for people with disabilities and for rural elderly and or disabled, who do not have access to a transportation service. The ParaTransit Program is contracted through Tender Care Transport, Inc.

Passengers must complete an application to become certified to use ParaTransit services. Application may be approved for full eligibility (unconditional) or on a limited bases for some trips only (conditional eligibility). If you are capable of using the Eau Claire Transit for all trips, without the help of another person, you will not be eligible for ParaTransit.

To receive an application or to learn more about ParaTransit, call Eau Claire Transit. Clients who are already certified may call Tender Care Transport directly to request service. Ride cost is \$3.00 per way.

Eau Claire Transit

910 Forest Street, Eau Claire, WI 54703

Office Hours: 7:30 am – 5:00 pm, Monday - Friday

715-839-5111

www.ci.eau-claire.wi.us

Tender Care Transport

1592 118th Street, Chippewa Falls, WI 54729

Office Hours: 7:30 am – 5:30 pm, Monday - Friday

715-835-2435

1-800-498-2050

www.tendercaretransport.com

PATIENT'S EXPRESS

17009 County Highway J
Chippewa Falls, WI 54729
1-866-336-7915

Transportation Hours: 7:30 am – 5 pm, Monday - Friday

- Accepts Medicaid and private pay
- Smoke-free
- Flat rate in Eau Claire
- Handicap-accessible vans with wheelchair lifts

TENDER CARE TRANSPORT*

1592 118th Street
Chippewa Falls, WI 54729
715-835-2435
1-800-498-2050
www.tendercaretransport.com

Office Hours: 7:00 am – 6 pm, Monday - Friday
Transportation Hours: 6:00 am – 6 pm, Monday - Friday
6:00 am – 5 pm Saturday

- Smoke-free and temperature controlled
- First Aid and CPR trained drivers
- Wheelchair lift equipped
- Fully-reclining wheelchairs available

* Also see Paratransit

TRINITEAM CAREGIVERS

202 Graham Avenue
Eau Claire, WI 54701
715-836-8106

Office Hours: 8:00 am - 4:30 pm, Monday - Friday

- Transportation provided by volunteers for people 60+ and/or disabled
- Transportation for every day activities – medical appointments, bank, grocery store, etc.
- Must be able to get in and out of vehicles on own
- Call 2 business days in advance for transportation
- Availability depends on volunteer availability

Other Resources:

Aging & Disability Resource Center

839-4735 • 1-888-338-4636, tty: use Relay (711)

Center of Independent Living of Western WI

1-888-428-8476

WI Bureau for the Blind

836-6772

WI Office for Hard of Hearing

839-2107

WHEELS FOR WORK

Western Dairyland
418 Wisconsin Street, PO Box 540
Eau Claire, WI 54702
715-836-7511 ext. 108
1-800-782-1063 ext. 216
www.westerndairyland.org/transportation

Can help families and individuals with transportation through low interest loan program. Applicant guidelines.

DISABLED PARKING ID

Eau Claire DMV
3115 Melby Road
Eau Claire WI 54703
1-800-924-3570

Hours: 8:30 am - 4:30 pm, Mon-Tues-Fri
8:00 am - 4:00 pm, Wed
10:00 am - 5:30 pm, Thur.

Must be certified by an authorized health care specialist as having a permanent or temporary disability for the Disabled Parking Identification Card.

For more information, www.dot.wisconsin.gov/drivers/vehicles/disabled

ASSESSIBLE VEHICLE

A&J MOBILITY

3405 Truax Court, Suite B
Eau Claire WI 54703
833-9830
1-877-833-9830
www.aandjmobility.com

- Vehicle modification
- Wheelchair lifts and hand controls
- Wheelchair accessible vehicle rentals

FREEDOM MEDICAL, LLC

1104 Menomonie Street
Eau Claire WI 54703
830-9600
www.freedommedical.us

- Vehicle modification
- Vehicle lifts—inside & outside
- Access ramps

Medical Assistance Covered Transportation

Depending on the type of Medical Assistance coverage, transportation to and from medical appointments may be covered. This includes any transportation required to get you to and from medical appointments as well as ambulance services in the case of an emergency.

If you need transportation services with an accessible vehicle, most of the van companies will bill Medical Assistance on your behalf. If you are able to drive yourself to appointments, you may be eligible to be reimbursed for the mileage expense to get to and from your appointment. If you have questions about transportation options, please contact the Aging & Disability Resource Center, 839-4735, 1-888-338-4636, tty: use Relay (711).

Please contact the Medicaid Member Hotline 1-800-362-3002 if you have specific questions regarding what your Medical Assistance plan covers.