



**Western Reserve**  
Area Agency on Aging

# Lake-County Transportation Guide



# ADRC

Aging and Disability Resource Center

*Information current as of 01/01/2025*

# ADRC

The experts of the WRAAA Aging and Disability Resource Center (ADRC) provide information, assistance, and referrals to help connect older adults and individuals with disabilities to the services and support they need.

***Call now***  
**(216) 539-9240**



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[www.areaagingsolutions.org](http://www.areaagingsolutions.org)

# INTRODUCTION

Access to reliable and accessible transportation is a cornerstone of well-being, particularly for older adults and individuals with disabilities. In today's world, where mobility plays a crucial role in connecting people to healthcare, essential services, and social networks, transportation is a vital social determinant of health. For individuals in the aging and disability communities, the ability to travel independently and safely is not only a matter of convenience—it directly impacts physical and mental health, quality of life, and overall community participation.

In this Five-County Transportation Guide, we explore the diverse transportation services available to meet the unique needs of these populations. Whether it's accessing medical care, social events, or grocery shopping, the services outlined in this guide are designed to bridge gaps, reduce isolation, and support independence. By improving transportation access, we help foster better health outcomes, increase social engagement, and ensure that all individuals, regardless of age or ability, can live life to the fullest.

As you explore the resources provided, remember that transportation is more than just a means of getting from one place to another—it's an essential part of maintaining dignity, autonomy, and a fulfilling life.

For further assistance, you can contact the WRAAA Aging and Disability Resource Center at **(216) 539-9240** or **(800) 626-7277**.

**-Theresa Foster-Keplin, MBA, RN/LSW, CRS-A/D  
Director of Aging and Disability Resource Center**



# LAKE COUNTY

## NET TRANSPORTATION

Non-Emergency Medical Transportation Services

**NET Transportation Services are Non-Emergency Medical Transportation Services for current Lake County Medicaid recipients providing free Dial-A-Ride transportation.**

**Please Note:** Client must contact Lake County Department of Job & Family Services at **(440) 350-4212**. Consumers must be prepared to leave the following information:  
Date of Birth, Social Security number and a phone number where you can be reached.

You will be mailed a release of information form that must be completed and approved by *LCDJFS*, who will notify Laketrans.

### **Making a Reservation for Medicaid NET Program**

After your eligibility has been approved by Lake County Department of Job & Family Services (LCDJFS) and Laketrans is notified, you can make a reservation by calling Laketrans Customer Service 2-12 business days prior to your trip at **(440) 354-6100** or toll-free at **1(888) LAKETRAN**.

Weekends, federal holidays, and any day LCDJFS is closed do not count as business days. Before you call, please have the following information ready for the person who will be riding the bus:

- Name
- Date of Birth
- Date and time of your medical appointment
- Doctor's name and phone number
- Doctor's address with room number, building name and/or building entrance
- Name of medical facility

Laketrans will notify you regarding LCDJFS approval or denial of the trip at least 24 hours prior to the scheduled trip. If your trip has not been approved in advance you will be required to pay your normal Laketrans fare.

Laketrans is closed on Sunday and these federal holidays: New Year's Day, Memorial Day, 4th of July Labor Day, Thanksgiving Day, and Christmas Day

## Programs Powered by



### ● Seniors on the Go

Are you a little anxious about trying Laketrans or concerned about a friend or family members driving or isolation? It's time to call Laketrans. We understand transitioning from driving a car to using public transportation can be a difficult life decision. Laketrans's "Seniors on the Go" program provides participants personalized information and ongoing assistance from experienced Laketrans employees, allowing them to stay mobile regardless of their ability or desire to drive. The program is flexible to the needs of each individual senior and their family. The program allows seniors to make personal decisions on whether they need transportation service for night or winter driving, to get to doctors' appointments, help during a life changing milestones (stroke rehab, cancer treatment), or if they need it daily for all essential transportation.

For more information call at **(440) 350-1067** or email **outreach@laketrans.com** to set-up a home visit or presentation for your group.

### ● Cuyahoga County Medical Service

Laketrans's Cuyahoga County Medical Service is a door-to-door, shared ride transportation to major medical facilities in Cleveland. You will be picked up at home (or another origin) and dropped off at the medical facility. Your trip may be combined with others, therefore your pick-up and drop off times may vary. The bus may also make other stops while it takes you to your destination.

#### **Where Can I Go Monday – Friday?**

- Cleveland Clinic Main Campus Euclid Hospital
- Cleveland Clinic Euclid Medical Park
- Hillcrest Hospital
- Cleveland Clinic University Hospital
- UH Richmond Heights Hospital
- University Circle
- VA Hospital

#### **When Can I Ride?**

Earliest pick up is at 6:15AM – last return from Cleveland is at 4:30PM.

## Cuyahoga County Medical Service - cont.

### What is the Fare?

Regular Fare: \$20.00 each way

Reduced Fare for seniors & people with disabilities: \$5.00 each way. (Must show Golden Buckeye, Medicare, or ADA Card)

Children 12 years and under: \$5.00 each way Lake County Veterans and one attendant: Free

Medicaid NET: Free with LCJFS approval

Fares must be paid when making the reservation. Golden Buckeye Card or Medicare Card must be shown each time you board to be eligible for discounted fare rate.

### Are Reservations Needed?

Yes, you must call 2-12 business days to make a reservation and pay for a trip. Space is limited and is available on a first come, first served basis.

### How Do I Make a Reservation?

Reservations are taken Monday - Friday 6:00AM - 8:00PM at **(440) 354-6100** or toll-free at **1(888) 525-3872**.

To cancel a reservation, call **(440) 350-1099**. The more flexible you can be about the time you want to go the easier it will be to get the reservation. When you make a medical appointment, remember to tell the medical office you ride Laketrans.



## Lake County Veterans

Laketrans, in partnership with the Lake County Veterans Service Commission and Lake County Commissioners, provides Lake County veterans with free Dial-a-Ride transportation to any medical or adult day care appointment and any VA location within Laketrans's service area.

Veterans must register with Lake County Veterans Service Commission to be eligible for free medical transportation.

**Transportation is provided to any medical office in Laketrans's service area and these offices for veterans.**

- **Lake County Veterans Service Commission,**  
105 Main St.  
Painesville, OH 44077
- **Department of Veterans Affairs Outpatient Clinic,**  
35000 Kaiser Court.  
Willoughby, OH 44094
- **Louis Stokes Cleveland VA Medical Center (Wade Park),**  
10701 East Blvd.  
Cleveland, OH 44106

*Service to University Circle hospitals, including Wade Park, operate on a specific schedule*

## ● **Going to Senior Centers or Lake County Volunteer Network assignments in Lake County**

Dial-a-Ride transportation to any and from any Lake County Senior Center or Lake County Volunteer Network assignment is provided free of charge to all Lake County seniors (60 years or older). Dial-a-Ride trips are paid through the Lake County Senior Services Levy and will pay for a ride to and from the senior center. Volunteers must be approved through the Lake County Volunteer Network office prior to scheduling rides on Laketrans.

Seniors must show their Golden Buckeye card when boarding.

## ● **Lake County Alcohol Drug Addiction & Mental Health Services (ADAMHS) Board**

Provide rides for people who have no other means of getting to any ADAMHS provider agencies in Lake County. Program utilizes Laketrans and provides Non-Emergency Medical Transportation.

Hours Monday - Friday: 8:00AM - 4:30PM.

Phone: **(440) 350-2050**

## ● **Jordan Community Resource Center**

30841 Euclid Ave., Ste. 103, Willoughby, OH 44094

Phone: **(216) 441-2496**

## ● **Seniors/Citizens with Disabilities in Perry Township (including North Perry Village and Perry Village)**

Perry Township will pay the \$2.50 in-county (\$5.00 out of county/medical only) Dial-a-Ride fare for resident seniors/individuals with disabilities.

Seniors (sixty years of age or older)/individuals with disabilities must show their Golden Buckeye card to receive this benefit. No registration is required.

## ● **Seniors/Citizens with Disabilities in Wickliffe**

The City of Wickliffe provides seniors and individuals with disabilities local transportation through the city's Senior Bus Transportation. For more information call **(440) 943-7120**. For transportation outside Wickliffe's service area, the city will pay Laketrans' \$2.50 in-county Dial-a-Ride fare for resident seniors/individuals with disabilities registered with the City of Wickliffe. Seniors/individuals with disabilities must show their Golden Buckeye card to receive this benefit.

## ● **Seniors/Citizens with Disabilities in Willoughby**

The City of Willoughby will pay \$1 toward any in-county Dial-a-Ride fare for resident seniors/individuals with disabilities registered with the city. Seniors/individuals with disabilities are responsible for paying the remaining \$1.50 in-county fare. The City of Willoughby will also pay up to \$1 towards the fare for Laketrans' Cuyahoga County Medical Service. Seniors/individuals with disabilities are responsible for paying the remaining \$4 of the fare.

To receive a discounted bus fare, Willoughby residents must register for a Laketrans Transportation Card with the City of Willoughby at the Willoughby Senior Center located at 36939 Ridge Rd. The senior center is open Monday - Friday, 8:00AM - 4:30PM. Call **(440) 951-2832** for more information.



- Up to 30 round trip or 60 one-way rides qualifying non-medical trips, such as county caseworker meetings to manage your eligibility and WIC appointments, less than 30 miles away from a member's home per calendar year
- Unlimited additional trips for chemotherapy, radiation, dialysis, or prenatal and postpartum appointments
- Unlimited trips for medical services for members who utilize a wheelchair
- Bus passes available for members who prefer mass transit



- Up to 30 round trip or 60 one-way trips to provider appointments, grocery stores, food banks, county caseworker meetings to manage your eligibility, pregnancy classes, WIC appointments, and more less than 30 miles from a member's home
- Uber gift card for eligible members to help with transportation needs



- Up to 15 round trip or 30 one-way trips that are less than 30 miles from the member's house per calendar year to medical, behavioral health, SUD or dental appointments, and county caseworker meetings to manage your eligibility, rides home from the hospital or emergency room, or to a pharmacy after a doctor's visit
- Unlimited trips for pregnancy and prenatal; twelve weeks limited trips for post-partum visits less than 30 miles; WIC appointments; NICU; children (younger than age one) well visits; and trips for parents to visit their child in a residential or inpatient behavioral health facility
- Mileage reimbursement is available for one-way trips that are less than 30 miles from the member's house; longer trips require prior authorization from the plan
- Up to five round trip or 10 one-way for food resource transportation (food bank, food pantry and grocery store for curb side pick-up)
- Additional transportation may be available for members enrolled in Buckeye case management programs
- Trips to Housing Authority and job interviews – up to two round trips each per year
- Bus passes are available for appointments (quantity limits defined by county rules)
- Lyft is available when another transportation provider is unable to fulfil a transportation request
- All trips/benefits above are for 30 miles or less one-way; any trips greater require prior authorization from Buckeye



\*Please call your Next Gen plan for assistance accessing your transportation benefit.

- Up to 30 round trip or 60 one-way trips that are less than 30 miles from the member's home for eligible non- medical trips, such as county caseworker meetings to manage your eligibility and WIC. Benefits also include non-medical appointments, food banks, and grocery store
- Unlimited trips are available for critical care including dialysis, chemo/radiation, wound care, prenatal, and substance use disorder (SUD)
- Up to five round trips or 10 one-way trips for food
- Sick visit trips available same day
- Paid mileage may be offered for appointments
- Bus passes may be available to get to appointments and
- Lyft may be available when another type of ride is not an option
- Unlimited rides for hospital discharge, wheelchair van, parents to visit their child in the Neonatal Intensive Care Unit (NICU), chronic conditions, and more
- Trips for sick visits available same day
- Mileage reimbursement and public transportation options



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- Up to 15 round trip or 30 one-way trips per year that are less than 30 miles from the member's home for qualifying non- medical trips, such as social support groups, wellness classes, WIC, and SNAP appointments, and food banks. This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation centers, and churches.
  - Unlimited trips for chronic conditions that require in-person treatment including: dialysis, radiation, chemotherapy, diabetes management, organ transplant care, wound care, prenatal and postpartum doctor appointments, available up to 12 months postpartum
  - Additional trips may be available for members enrolled in Humana case management programs including: outpatient and residential BH services, Intensive Outpatient treatment (IOP), coverage for parents to visit their child in the NICU or BH residential or inpatient facility

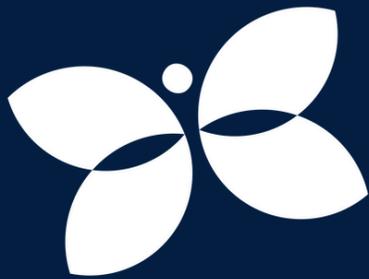


- Up to 15 round trips or 30 one-way provider trips that are less than 30 miles from the member's home. Benefits also include non-medical trips to the grocery store, food bank, county caseworker meetings to manage your eligibility and WIC
- Unlimited trips for pregnant women, children under one year old, and members who use a wheelchair
- Members can choose services through Uber or Lyft
- Mileage reimbursement to cover any approved trip if the member drives themselves or gets a ride from a friend
- Easy ride scheduling and trip tracking with the transportation app
- Free bus passes
- Unlimited trips allowed for dialysis, radiation treatment, chemotherapy, and transportation from hospital to home. (These trips do not count toward the annual trip maximum)



- Up to 15 round trip or 30 one-way trips to and from your PCP, WIC, pharmacy, or other participating healthcare or behavioral health care providers, and county caseworker meetings to manage your eligibility
- Unlimited trips for pregnancy, prenatal, post-partum, WIC appointments, Neonatal Intensive Care Unit (NICU) and well visits for children younger than one year
- Mileage reimbursement is available for transportation to provider visit
- Transportation for food resources – to a food bank, food pantry and grocery store for curbside pick-up (this counts toward the trip maximum of 15 round trip or 30 one-way trips)
- Additional trips allowed for critical care trip types including dialysis, chemo/radiation, wound care, pregnancy, substance abuse. (This does not count toward the trip maximum of 15 round trips or 30 one-way)

\*Please call your Next Gen plan for assistance accessing your transportation benefit.



# Western Reserve

Area Agency on Aging



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