

Center for Children's Advocacy
Medical-Legal Partnership Project
Getting a Ride to the Doctor

Getting a Ride to the Doctor: Veyo and Your Rights Under HUSKY

If you have HUSKY, you have the right to get a ride to a medical appointment.

Veyo is the company hired by Connecticut to arrange your ride.

The Rules

When do I need to call?

- You must call 2 business days before you need a ride
- If you need to get there sooner than in 2 days, ask Veyo to call your doctor

What kind of ride do I get? Taxi or bus?

- Veyo will decide how sick you or your child are and/or how far the bus stop is from your house and from the doctor
- If needed, the doctor can tell Veyo that you need a taxi

How far will Veyo take me?

- Your doctor cannot be more than 10 miles from your house
- If you need to see a doctor who is farther away, Veyo should call the doctor

Can other families be in the taxi?

- Veyo can put another HUSKY family in your taxi
- If your doctor says no to this, Veyo has to let you ride without anyone else

How long do I have to wait for the taxi?

- You should not have to wait more than 15 minutes for the taxi to come take you to the doctor
- You should not have to wait more than 30 minutes to get picked up from your appointment

Calling Veyo

- Your call should be picked up in 4 rings
- Veyo should be talking to you in 5 minutes
- Veyo should be respectful

Complaints

Complaining about your ride

- Veyo should tell you that you can complain
- Veyo should tell you how to complain
- Veyo should get back to you about a complaint

If Veyo says no to a ride

You should get something in writing if Veyo won't give you the ride that you want. This includes:

- Saying no to the ride
- Saying no to even part of your request (bus instead of taxi, ride for only one parent instead of both, etc.)

How to appeal

- You have the right to appeal if Veyo says no
- Veyo and the Department of Social Services should give you a letter with appeal papers

Concerns and Questions

Please fill out the form on the back and call Attorney Bonnie Roswig at 860-545-8581 or email broswig@ccca-ct.org



If you want to share your problems with Veyo, please fill out this form.

Please answer these questions and/or contact Attorney Bonnie Roswig at 860-545-8581 or broswig@cca-ct.org

Your Name (optional) _____ Phone Number _____ City _____

Date that you had a problem with Veyo _____

Put an X on the line next to all the problems you had with Veyo service

____ I waited on the phone for a very long time

____ Veyo was rude to me on the phone

____ My taxi was late

____ My taxi was too early

____ My taxi did not show up

____ Veyo would not send a taxi that I needed in less than 48 hours

____ I needed a taxi but Veyo would only give me a bus pass

____ Veyo said NO to any ride at all

____ Veyo said NO because my doctor is too far away

____ There were other people in the taxi and I was supposed to have my own taxi

____ The taxi driver was rude and disrespectful

____ I asked for a bus pass at least 5 days before my appointment, but it arrived too late for me to use it

____ I have been taking a bus because there are so many problems with getting a taxi

____ Other problems: _____

Complaints

Did Veyo tell you that you could complain? ____ Yes ____ No

Did you tell someone at Veyo about your complaint? ____ Yes ____ No

Did Veyo call you back? ____ Yes ____ No

If Veyo called you back, what happened? _____

Appeals

If Veyo said NO to your ride because of distance or doctor or kind of ride, were you told that you could appeal?

____ Yes ____ No

Did you get anything about your right to appeal in writing? ____ Yes ____ No

Please contact Attorney Bonnie Roswig at 860-545-8581 or broswig@cca-ct.org



Medical-Legal Partnership Project
cca-ct.org/mlpp