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 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

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