

VHA Uber Health Connect Initiative FAQ

WHAT IS THE VHA UBER HEALTH CONNECT INITIATIVE?



The VUHC Initiative is a program that provides Veterans with a supplemental transportation option to get to and from approved medical appointments via Uber Health



The VUHC Initiative is a partnership between the VHA and Uber Health



The VUHC Initiative aims to 1) Improve Veterans' access to healthcare and transportation experience, 2) Reduce missed appointments, no-shows, and cancellations, and 3) Achieve cost-savings for the Department of Veterans Affairs

WHAT ARE THE PROGRAM BENEFITS?

- Improved Veterans' access to VHA healthcare outcomes and improved quality of life
- No cost to Veterans and no need to file a claim
- Simple and quick process to request a ride
- Cost-effective third-party alternative
- Cost savings from fewer no-shows and quicker discharges



VHA Innovation Ecosystem



U.S. Department
of Veterans Affairs



Do Veterans need the Uber app to receive transportation?

No. Veterans do not need the Uber app. Veterans will receive ride notifications via text messages. If a cell phone is not available, they will receive ride notifications via automated phone call.

Who should Veterans contact to schedule a ride?

Veterans should contact their VAMC transportation office to schedule a ride.

How long will the driver wait before leaving?

Uber drivers will wait up to 5 minutes after they arrive for pickup. After 5 minutes, drivers can choose to cancel the trip.

Will the Veteran be charged any cost?

No. Veterans will not be charged for the ride nor are they required or expected to pay tips to the driver. The VAMC that scheduled the trip will handle all payments for rides.

What if the Veteran can't make it to their appointment or it's canceled?

The Veteran should contact their VAMC to cancel the scheduled Uber Health ride or to reschedule the ride for another date and time.

Are Veterans able to change the drop-off location once they are in the vehicle?

No. Veterans are not able to change the drop-off address or add stops once in the vehicle. The driver will only transport Veterans to / from their appointment / residence.