



STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

NED LAMONT
GOVERNOR

NANCY NAVARRETTA, MA, LPC, NCC
COMMISSIONER

Mental Health Waiver Program
PO Box 351
Silver Street
Middletown, CT 06457

To Whom It May Concern:

You are receiving this letter because you are a recipient of services from the Mental Health Waiver program. This letter serves as a reminder that transportation is not a reimbursable service for the Mental Health Waiver program. This is not a change. The purpose of the Mental Health Waiver program is to provide rehabilitation and facilitate skill building for independent living. The State of CT does not deem providing transport as a rehabilitative service. Therefore, it does not offer waiver providers funding for transportation or reimbursement for mileage.

This means that individuals receiving services from the Mental Health Waiver should not expect their waiver staff to transport them to appointments or outings in the community. While some providers may offer rides, this should not be expected and may not always be reliable. Instead, waiver providers can assist you with transportation by connecting you with resources such as Veyo (Medicaid non-emergency medical transport), ADA Paratransit (accessible, subsidized transport), state and municipal transportation options, or teaching safe use of other privately paid options.

If you would like to find out more information about the transportation options mentioned above, you can visit these websites or ask your waiver staff for assistance in doing so:

Veyo: ct.ridewithveyo.com or call to request rides for medical appointments: **1-855-478-7350**
ADA Paratransit: www.CTada.com

Sincerely,

Katie Daly, LCSW

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Program Manager
Mental Health Waiver
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