

## My Freedom FAQ

### Eligibility and Age Requirements:

- Clients aged 60 years or older are eligible to participate.
  - Clients in this age group must complete an application but are not required to obtain a medical verification form from a doctor.
- Clients of any age with **ANY** disability are eligible.
  - Clients with disabilities of any age must complete an application and provide a medical verification form signed by a doctor.
  - IndyGo Access participants can submit an **ACTIVE IndyGo Access Card** in place of a medical verification form.

**Program Requirements:** To be eligible for the program, clients must use it for the following purposes:

- Crossing a county line or traveling within the same county in one of the 7 surrounding counties adjacent to Marion County, or in Madison County.
- The program cannot be used for trips entirely within Marion County; for such trips, please contact IndyGo Access at 317-635-3344.
- The program cannot be used for trips entirely within Madison County; for such trips, please contact CIRTA to learn more about options at 317-327-7433.

**Program Usage:** This program can be used for various purposes, including but not limited to:

- Work-related travel, social visits with family and friends, Church activities, barber, or beauty salon appointments, medical, dental, or vision appointments, therapy sessions, dialysis treatments, grocery store runs and pharmacy visits, and more.

**Service Area:** The program covers the following counties:

- Marion County, Hamilton County, Hendricks County, Morgan County, Boone County, Shelby County, Johnson County, Hancock County and Madison County.

Clients must use the program to either cross one county line or travel within the same county in one of the 7 surrounding counties adjacent to Marion County. Trips cannot be taken from Marion-to-Marion County or Madison-to-Madison County.

**Cost of Trips:** Clients are responsible for 25% of the total trip cost, while CIRTA/CICOA/FTA 5307 funding covers the remaining 75%.

- If the pickup location is in Marion County and involves crossing one county line, the trip cost includes a \$5 pickup fee plus \$2 per mile. The system calculates the shortest mileage route.
- For round trips, which consist of two one-way trips, the \$5 pickup fee and \$2 per mile are applied to each trip.
- If the pickup location is in Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Morgan, or Shelby County, minimum trip charge fees will apply due to "dead head" mileage by the provider. Please inquire about pricing with Ztrip at (317) 487-7777 if traveling with them.

**Number of Counties Crossed:** Clients can only cross one county line per one-way trip.

**Application Process:** To apply, visit our CICOA website at [www.cicoa.org](http://www.cicoa.org) and complete the online application. Alternatively, you can contact CICOA at (317) 803-6153 and press option #4 for assistance.

**Farecard for Travel:** Once accepted into the program, a farecard will be issued in your welcome packet. To add fare for transportation, call CICOA office at 317-803-6153 and press option #3.

**How Farecards Work:** The consumer can add funds to the farecard by contacting CICOA. When ready for transport, provide the farecard and your ID to the provider. The provider will input the pickup and destination addresses into the system and scan the farecard for payment.

**Farecard Delivery:** Farecards will be included in your welcome packet. Consumers must load funds onto the farecard before traveling.

**Program Providers:** A list of providers will be included in the welcome packet. Currently, Ztrip is the sole provider, but efforts are underway to add additional providers.

If you have further questions or need assistance, please do not hesitate to contact us.