About Uber Medi-rides

- VCAA utilizes Uber for select Medi-rides when available.
- Clients who need extra assistance cannot use Uber unless escorted by a care provider.
- Clients/escorts must have a smart phone capable of sending/receiving texts and accessing the internet.
- Clients Do Not need the Uber App on their phone.
- Uber will charge VCAA directly.

Additional Information

Appointment Changes: You will get a new message if your trip is updated. Please use the new link to hail your ride, as exampled below.

Your scheduled ride has been updated. View your new trip info here: [Link](https://central.uber.com/r/laBYukj67gA)

Please Call Us

If at any point in your trip you have an issue with your ride, call us at (805) 477-7300 and we will work with you to resolve the issue as quickly as possible.

Using Uber for Medi-rides

Getting a ride should be as easy as clicking a button, and it is!

Ventura County Area Agency on Aging

646 County Square Drive #100
Ventura, CA 93003

Phone: (805) 477-7300
Fax: (805) 477-7312
E-mail: LOIS.VCAA@ventura.org

Disclaimer: Uber is a third-party service and operates separately from VCAA.
How It Works

Taking an Uber for the first time can be stressful, but it doesn’t have to be. Your appointments are important, and you want to know your ride will get you there on time without issues.

VCAAA wants your trip to be as easy as possible, so we’ve created these simple step-by-step instructions to make sure you know what to expect and how to get the ride you need.

Getting a ride should be as easy as clicking a button, and it is! Just call (805) 477-7300 to get started.

3 Simple Steps

Step 1
When your ride is processed, you will get a text message with the date of your trip. You can click the text to get your trip details.

Step 2
On the day of your appointment, the Uber page will include the button “I’m ready.”

Ready to ride?
Tap “I’m ready” to request a ride.

ROUND TRIPS: If your appointment is roundtrip, you will receive 2 text messages: One to get you there; and one to get you back. It’s important you select the right trip at the right time. Verify your trip in the trip detail.

GREEN is your pick-up point.
RED is your destination.

Step 3
When you’re ready to leave, click the “I’m ready” button, and your driver will arrive at the time indicated in the details with text confirmation.

Enjoy your trip!

VENTURA COUNTY AREA AGENCY ON AGING
To Serve. To Guide. To Envision

Roundtrip example:
- 800 S Victoria Ave, Ventura, CA
- 626 County Square Dr, Ventura, CA

Your upcoming ride
Ventura County Area Agency on Aging has set up a ride with Uber for you. Visit the link on August 15, 2019 to claim.

PICKUP DAY
August 15, 2019

TRIP ROUTE
800 S Victoria Ave, Ventura, CA
626 County Square Dr, Ventura, CA

Success!
Your driver will arrive in about 8 minutes.

BMW 3-series
2:25pm

YOUR ESTIMATED ARRIVAL

Your driver is on the way. By taking this ride, you are agreeing to Uber's terms. Reply STOP to stop future messages.

Enjoy your trip!