



United Living Services

Transportation Department

Safe, reliable, person-centered transportation that gets individuals where they need to go — built around each person's schedule, goals, and support plan.

Two Ways We Get You There

Non-Medical Transportation · HPC Transportation (Billed)

Prepared by United Living Services
qualitycare@unitedlivingservices.org · (330) 445-4135
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Department Overview

The United Living Services Transportation Department exists to make sure a lack of reliable transportation never stands between an individual and the life they want to live. Every ride is planned around the individual — their schedule, their destinations, their comfort, and their support needs — not a fixed route. We coordinate closely with each person's care team and Service and Support Administrator (SSA) to build a transportation plan that fits their broader service plan.

What We Offer

Individualized Planning	Licensed & Insured Drivers
Every transportation plan is built around the individual's own routine, appointments, and goals — never a one-size-fits-all schedule.	All drivers maintain a valid driver's license and current auto insurance to help keep every trip safe.

Background-Checked Staff	Two Service Options
Every driver completes a background check before transporting individuals, so families and care teams can trust who's behind the wheel.	Choose Non-Medical Transportation under an approved DODD waiver, or billed HPC Transportation — whichever fits the individual's plan.

Our Two Transportation Services

United Living Services offers two ways to meet an individual's transportation needs. Which one applies depends on the individual's current services and how their plan is set up — our team and your SSA can help determine the right fit.

	Non-Medical Transportation	HPC Transportation
Funding	Ohio DODD waiver service	Billed through Medicaid / insurance / private pay
Typical use	Day programs, community activities, work, social & recreational outings, errands	Rides tied to Homemaker/Personal Care support and other billable service visits
Planning	Built into the individual's person-centered service plan with the SSA	Scheduled around the individual's authorized service hours
Who it's for	Individuals with an approved DODD waiver and transportation need	Individuals whose plan calls for billed transportation as part of their care

Not sure which service applies to your situation? Reach out and our team will help you sort it out.

1

Non-Medical Transportation

Waiver-funded rides built around each individual's plan



Community & Recreational Outings

Getting to social clubs, recreational programs, faith communities, and other activities that build connection and enjoyment outside the home.



Day Programs & Work

Reliable rides to and from day programs, volunteer opportunities, and community employment so individuals can show up consistently and on time.



Appointments & Errands

Support getting to appointments, shopping, and other errands that are part of everyday, independent living.



Built Into the Person-Centered Plan

Non-Medical Transportation is coordinated with the individual's SSA and written into their service plan, so it works alongside their other DODD waiver services rather than as an afterthought.

1. Ohio Dept. of Developmental Disabilities, "Waiver Services" — <https://dodd.ohio.gov/your-family/all-family-resources/waivers-and-services>

2

HPC Transportation

Billed transportation tied to an individual's authorized care



Billed Through the Individual's Payer

HPC Transportation is billed through the individual's Medicaid plan, insurance, or private pay arrangement based on their service authorization — rather than funded directly through the DODD waiver.



Tied to Authorized Care

This service is scheduled around the individual's authorized care hours, helping them get to and from the services and supports already part of their plan.



Same Safety Standard

Every HPC Transportation trip is held to the same driver and vehicle safety standards as our Non-Medical Transportation service — there's no difference in the care and attention a rider receives.



Coordinated With Your Care Team

Our team works with the individual's care coordinator or SSA to confirm authorization and set up a transportation schedule that fits alongside their other billed services.

Billing and authorization requirements vary by payer. Contact United Living Services to confirm eligibility and coverage for HPC Transportation before scheduling.

Safety & Driver Standards

Safety comes first on every trip. Because we're transporting individuals who rely on us to get them where they need to go, we hold every driver to a consistent set of standards before they ever get behind the wheel with a rider.

-  **Valid Driver's License**
Every driver maintains a current, valid driver's license appropriate to the vehicle they operate.
-  **Current Auto Insurance**
All vehicles used for transportation are covered by active auto insurance, verified and kept on file before a driver transports any individual.
-  **Background Checks**
Every driver completes a background check before beginning transportation duties, helping ensure the safest possible environment for the individuals we serve.
-  **Ongoing Accountability**
Insurance and licensing status are monitored on an ongoing basis, and any changes are addressed immediately to keep every ride safe.

These standards apply to every driver providing Non-Medical Transportation or HPC Transportation on behalf of United Living Services.

How Transportation Is Scheduled

Because every individual's needs are different, we don't run a fixed route or fixed schedule. Instead, we build a transportation plan around the person — where they need to go, how often, and what support they need along the way.

Getting a Ride Set Up

-  **1. Share the Need**
Tell us where the individual needs to go, how often, and any support needs (mobility equipment, communication needs, a preferred companion, etc.).
-  **2. Confirm the Right Service**
We work with the individual's SSA or care coordinator to confirm whether Non-Medical Transportation or HPC Transportation applies, and get any needed authorization in place.
-  **3. Build the Schedule**
We set up a recurring or as-needed transportation schedule built around the individual's plan, with advance notice requested for new or changed trips whenever possible.
-  **4. Ride With Confidence**
A licensed, insured, background-checked driver gets the individual there and back — safely and on time.

Service Area

United Living Services provides transportation to individuals across Northeast and Central Ohio. Contact us to confirm coverage for a specific address or destination.

Getting Started & Contact

Ready to set up transportation for yourself or a loved one? Reach out to United Living Services and our team will walk you through eligibility, service options, and scheduling.

Contact United Living Services

Phone: (330) 445-4135

Email: qualitycare@unitedlivingservices.org

Statewide DODD line: 1-800-617-6733 · dodd.ohio.gov

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