Access to VA Healthcare

Montgomery County is pleased to offer assistance accessing VA Healthcare benefits available to many Veterans.

If you are a veteran or a caretaker of a veteran, Montgomery County will provide transportation to and from (round trip only) a nearby VA medical center at no cost to you.

Passengers must be currently enrolled in the VA Healthcare system to access healthcare services upon arrival. If you are not enrolled in VA Healthcare, but would like to enroll, please call our office for assistance. Please ask for assistance enrolling in VA Healthcare.

Our Knowledgeable Staff Can Also Assist You With...

- Filing claims for VA disability compensation benefits
- Filing claims for VA Improved Pension (Aid and Attendance) benefits
- Applying for State VA benefits
- Housing/Homeless Veteran services

Contact our staff of knowledgeable Accredited Veteran Service Officers at ***teamveterans@montgomerycountypa.gov*** *or 610-213-4022*

Contact Us

DeKalb Center Norristown
PO Box 311
Norristown, PA 19404-0311
610-213-4022
Fax: 610-278-5935

TeamVeterans@montgomerycountypa.gov
www.montgomerycountypa.gov/veteran

@HHSMontcoPA

A service provided by Montgomery County, PA

SCAN ME "Beware of Pension Poachers" (article from VA.gov)

Veterans Crisis Line
1-800-273-8255 PRESS 1
or Text 838255

MONTGOMERY COUNTY MOBILE CRISIS
1-855-634-HOPE (4673)

Montgomery County Veterans Free Shuttle Service



Montgomery County Department of Health and Human Services

Office of Veteran Services

How Does It Work?

The shuttle operates by reservation on weekdays to transport ambulatory and wheelchair-bound veterans (plus one rider/caretaker) for round-trip-only transportation to and from a Montgomery County-based location (usually their place of residence) to VA Medical Centers in Coatesville, Philadelphia, Horsham, and West Norriton. Exceptions apply, we will transport a caregiver/rider solo for the trip to a medical facility to retrieve a veteran released from inpatient status.

Service: Monday, Tuesday, Wednesday, Thursday, and Friday

Scheduling: Veterans or their caregiver should call 610-213-4022 for pick-up. Note: Appointment at the VA must be between 11:00 am and 2:00 pm.

Confirmation: The driver will contact the Veteran or caregiver the evening before, usually after County business hours, to confirm the appointment.

The veteran (and their caregiver/rider, if desired) will be picked up in the morning (approximately 7:30 am to 10:00 am). Times vary based on route and number of passengers.



Calling Ahead

We encourage all passengers to call 2-3 weeks ahead and reserve a seat for the veteran and up to one adult caretaker.

The shuttle will leave all VA Medical Centers no later than 3:00 pm each day. Veterans must schedule their medical appointment between the hours of 11:00 am and 2:00 pm.

Please contact us with any questions, comments, or concerns.

610-213-4022

Important Details

- This free service is on a "first come and first served" basis. No preference is given based on race, creed, color, gender, age, medical condition, or period of service.
- Wheelchair (including scooters) capability is limited. Riders or their caregivers should make these appointments with as much advance notice as possible.
- Drivers are not medical providers. Seriously ill veterans should use other modes of transportation. Veterans unable to care for themselves or safely enter and exit the vehicle will need a caregiver or rider to assist them.

Inclement Weather

The County entrusts our drivers to make independent safety decisions on our roadways. In the event of inclement weather or any situation that creates hazardous road conditions, drivers are authorized to suspend service regardless of County operating status. If this happens, the driver will attempt to notify to notify the rider with as much advance notice as possible of such a cancellation.