



# Eligibility & Application Guide

Non-emergency medical transportation | Information for applicants

## A clear starting point for your application

This guide explains how to prepare an application for Our Shepherd Transport Inc. Income verification is required for eligibility review.

### 01 Prepare your information

Have your contact information, household information and income details ready. Enter information carefully and completely. The planned application includes a full Social Security number field.

### 02 Gather income verification

Prepare clear, readable copies of documents that show your income. Ask which documents and reporting period are required before submitting. If you have no income or cannot obtain a document, ask what alternative verification may be accepted.

### 03 Review and acknowledge

Check your answers before submitting. The planned application uses an acknowledgment checkbox, your typed full name and the date to record your intent to sign electronically. If someone applies on your behalf, they must identify themselves and their authority.

# Before you submit

Keep these reminders with your application.

## 04 Protect your personal information

Provide only the information requested for eligibility review. Do not include diagnoses, medication lists or medical records with your income documents. Do not email your Social Security number or financial documents through ordinary email. Use only the submission method designated by Our Shepherd Transport.

## 05 Understand the next steps

Submitting an application is a request for review. It does not confirm eligibility or reserve transportation. Eligibility review and transportation scheduling are separate steps. Ask about your application status and the process for requesting a ride.

## 06 Keep a copy and ask for help

Keep a copy of your application and the documents you provide. Once the online process is available, follow the posted instructions for submission, document upload and saving or printing your copy. Ask for help if you have questions or need assistance completing the application.