



Welcome to CTN!

We're so glad you've joined our community of riders.

At CTN, we're more than just a ride. We provide **door-thru-door, hand-in-hand service** with welcoming smiles, helping hands, and encouraging companions for the journey. Our trained drivers offer compassionate support every step of the way, from your front door to your destination and safely back home again.

Please keep the enclosed Rider Guide for more information about scheduling, cancellations, ride-day expectations, and CTN policies.

Here are a few important things to know as you begin riding with CTN:

A Safe & Respectful Ride

Everyone deserves to feel safe and respected when riding with CTN. Riders, family members, caregivers, and companions are expected to treat others with respect, follow safety instructions, and avoid behavior that could make the ride unsafe or disruptive.

We understand that some riders may need additional assistance or accommodations. Please let us know about any support or communication needs that may affect your ride.

Unsafe or repeated disruptive behavior may result in service restrictions. For CTN's full Rider Code of Conduct, visit RideCTN.org/CTN-Rider-Information or call **260-420-3280**.

Mobility Aids

If you use a wheelchair or scooter, please make sure tires are properly inflated and brakes are working. If your wheelchair has a seatbelt, it should be worn while loading and during your ride. For safety reasons, CTN cannot transport riders whose combined weight with their wheelchair or scooter exceeds **600 lbs.**



Cold Weather Safety

Please completely clear and salt sidewalks, driveways, and ramps before your driver arrives. This is especially important on ramps. If the path to or from your home is not safely cleared, CTN may not be able to provide your ride.

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5601 Industrial Road
Fort Wayne, IN 46825

260-420-3280
Support@RideCTN.org

RideCTN.org



Coverage, Costs & Payments

Insurance & Transportation Coverage

CTN works with several insurance plans, Medicaid programs, and transportation brokers, including Anthem, CareSource, Indiana Medicaid, Verida, and WellTrans.

Depending on your coverage and eligibility, your CTN rides may be available at no cost or a reduced cost. Not sure if you qualify? Call us at **260-420-3280** and we'll be happy to help.

Your Ride Cost

- Your base fare is determined by your monthly household income.
- A \$1/mile surcharge applies for trips over 9 miles.
- Our team will confirm the total cost when you schedule your trip.

Online Payments

Paying for your rides is easy! Visit [RideCTN.org/Bill-Pay](https://ridectn.org/Bill-Pay) to make a secure credit or debit card payment.

Questions?

Call us at **260-420-3280** or visit [RideCTN.org](https://ridectn.org).

We're here to help and look forward to riding with you!