

COVID-19 Vaccination Rideshare FAQ's

This program is ONLY for COVID-19 Vaccination appointments at VA.

How are the Rideshares paid?

The phone number (1-855-205-7325) or flex link MUST be used to schedule the rides. This creates a voucher for service. You should not provide any information for billing. There is no process for reimbursement if you directly schedule your rideshare.

What can the Rideshares be used for?

These Rideshares are only available to receive COVID Vaccines and cannot be used for any other purpose.

Who can use the Rideshares?

All Veterans receiving COVID vaccines are eligible to use Rideshare to receive their vaccine at the approved facilities (VA San Diego Healthcare system at La Jolla, Mission Valley, Oceanside, Chula Vista, and Sorrento Valley).

Family members and caregivers may ride in the Rideshare with the Veteran. At this time rides are not authorized for family members and care givers to schedule independent of the Veteran receiving the vaccine.

When and where will Rideshares operate?

Rideshares will be limited to approved vaccination sites and hours of operation.
For San Diego, the sites are:

COVID-19 Vaccination Clinic Locations, walk-ins available but scheduled appointments are encouraged by calling (858) 552-7475

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|------------------------|--------------------------------------------------------------------------------------------------------|
| La Jolla | Monday-Friday 9:00 a.m. – 3:00 p.m., Pfizer-BioNTech, Moderna, and Jansen/Johnson & Johnson |
| Kearny Mesa | Monday-Friday 9:00 a.m. – 3:00 p.m., Moderna |
| Oceanside Clinic | Monday-Friday 9:00 a.m. – 3:00 p.m., Moderna |
| Chula Vista Clinic | Monday-Friday 9:00 a.m. – 3:00 p.m., Moderna |
| Sorrento Valley Clinic | Monday-Friday 9:00 a.m. – 3:00 p.m., Moderna |

Periodic weekend or special clinics may also be available. Call (858) 552-7475 to schedule. Veterans, Spouses, and Caregivers are eligible for vaccination at VA.

What are the options for arranging return rides?

The return ride can be scheduled for a certain time and location.

The other option is to schedule a Flex-Ride which serves as a voucher to activate a return ride. The Veteran will receive a link via Text message which they will respond to when they are ready to leave (typically just enter a 1-there will be directions).

The return ride must be arranged via the Rideshare Program to avoid any charges to the Veteran.

What are the requirements for Rideshare?

Everyone being transported by a Rideshare must be able to navigate the rideshare process including meeting the ride upon their arrival, entry and exit of a standard passenger vehicle and compliance with all rideshare rules. This will include wearing a mask, not making any additional stops or asking them to transport mobility devices except for walkers/wheelchairs/canes.