



## Information Sheet No. 20

### **Mobility Assistance**

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For the elderly, the ill or handicapped, it is often difficult for them to leave their home. People who live alone may therefore feel isolated and lonely. Various options exist that can help people in these situations stay mobile, keep in touch with the outside world and find intellectual stimulation.

#### **Berlin Mobility Assistance Service**

Berlin's senate-funded mobility assistance service accompanies elderly people, who are mobility or visually impaired, suffer from a chronic illness or are confined to a wheelchair. The staff also assist with stairs and other obstacles. Specialized training has prepared staff for their tasks and sensitized them to the special problems older people and the disabled may have. Mobility support services are available in each district. They are usually not motorized.

- An annual fee of € 100.00 is charged for regular assistance.
- For recipients of basic social security services, or holders of a social service ID, the fee is reduced to € 50.00 .
- For occasional use, a one-time fee of € 7.00 per use is charged.
- Users of the Berlin Special Transport Service pay an annual fee of € 60.00 in addition to the Special Transport Service fee. Fee exempt are residents of a care-home whom receive a cash amount (pocket money) for personal expenses from social welfare.
- The use of the assistance is generally 1.5 hours per week.

Visit the mobility support services on the Internet at <http://www.berliner-mobilitaetshilfedienste.de>.

#### **Bus & Train Travel Assistance Service**

The Department of Transportation for Berlin-Brandenburg (Verkehrsverbund Berlin-Brandenburg, VBB) also provides a free travel assistance service. that people with disabilities can avail themselves of. The "Bus & Train Travel Assistance Service" accompanies people with reduced mobility or older people, who can only use buses and trains on their own with difficulty, or who need help with changing trains/bus. This service is available throughout the entire city of Berlin. Travel assistance is available from Monday to Sunday between the hours of 7:00 am to 10:00 pm.

The requirement for using this service is that users are able to navigate their way and have a valid ticket for the use of public transportation. Travel assistance is available Monday to Friday from 9:00 am to 4:00 pm by phone at 030-34649940 or at <https://www.vbb.de/vbb-services/barrierefreiheit/begleitservice/>

We would like to point out that this is a limited time offer, at least currently, and is therefore not always available. Information on project times is available at the above telephone number.

### **Visits and Accompaniment Services**

In some districts there are additional visiting services or projects whose staff are volunteers or supported by the unemployment office. These projects support people with their physical and mental mobility. The services staff accompany people who are physically or visually impaired, suffer from a chronic illness or are confined to a wheelchair. Some projects also offer home visits by staff to provide company at home. In some cases, small fee is charged for visiting and assistance services. One problem is that the projects are supported only for a short time and cannot be assured continuity. Up to date information can be obtained from the staff at the consulting centre.

### **Transport services on behalf of the health insurance funds**

Transport services that can be billed to the health insurance fund include ambulance services and taxi companies. The existence of a compelling medical need and the type of transport must be certified by the attending doctor. The health insurance company must accept the costs before the journey begins, except in emergencies. The health insurance companies will cover the costs incurred for journeys in an ambulance and patient transportation

- for in-patient or day-patient treatment (e.g. in hospital or in a rehabilitation centre),
- for outpatient operations,
- for pre-/post-inpatient treatment, if treatment in a full inpatient or day-patient establishment, which is necessary in itself, can be shortened or avoided as a result.,
- for out-patient dialysis, oncological radiotherapy or chemotherapy and
- in exceptional cases for outpatient treatment

The prescription for rental cars and taxis applies without prior authorisation from the fund

- if the patient has the "aG", "BI" or "H" mark on their severely disabled person's ID card,
- at level of care 3 if the doctor has diagnosed limited mobility
- at levels of care 4 or 5

The co-payment amounts to 10 per cent of the travel costs. A minimum of 5.00 euros and a maximum of 10.00 euros per journey must be paid, but no more than the actual costs of the journey in each case. Information about the **Berlin Special Transport Service** (Berliner Sonderfahrdienst) can be found in Information sheet 21.

**The staff at the Consulting Centre are happy to help you.**

**Free service number 0800 59 500 59**

**[www.pflegestuetzpunkteberlin.de](http://www.pflegestuetzpunkteberlin.de)**

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