



Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde

5 May 2025
luvn.fi

Client instructions – Transport service under the Social Welfare Act and the Disability Services Act

Contents

1	Using the service.....	1
2	Ordering.....	1
3	Order confirmation.....	3
4	Cancelling transport.....	3
5	Travel and payment	4
6	Evaluate the trip and give feedback	4
7	Driver’s tasks and other passengers	5
8	Transport sharing.....	5
9	Stops during travel.....	6
10	Transferring trips	7
11	Trips in other parts of Finland under the Disability Services Act	7
12	Disruptions and damages	7
13	Applying for reimbursement.....	8
14	Unauthorised use of the service	9
15	Client profile and data privacy.....	9

1 Using the service

The use of the service is based on a transport service decision concerning you made by a decision-maker. You have been assigned a travel area, a co-payment amount and a number of trips. The trips are one-way, i.e., each trip ends at a different address from where it started. Returning home or moving to another service location are considered new one-way trips. Necessary, short stops of up to 10 minutes along the route are possible if needed. Up to 2 kilometres may be added to the length of the trip. Such stops may include, for example, visiting an ATM or dropping a letter in a mailbox. Mention your intermediate stop when ordering a trip. If the stop takes more than 10 minutes, another trip will start.

The number of trips is monitored by means of transport receipts, in the application of the broker, or by asking the broker's customer service, where you can check the number of trips used and the number of trips remaining.

NB! The trips granted by a transport service decision cannot be used for health care trips, such as visits to a health centre, hospital or rehabilitation, for which Kela is responsible.

2 Ordering

Order transport at least 60 minutes before the desired pick-up time.

You may also book a trip according to the time you should arrive at the destination. This way you can ensure that you arrive at the requested time at the latest.

Please note that the pick-up time may differ from the time you have requested by 10 minutes. This means that the car may arrive a little sooner or later than the requested pick-up time.

If you order the trip according to the time of arrival, you may request to arrive 10 minutes earlier, if necessary. In other words, you may arrive at your destination earlier than requested but not later.

You have two unshared trips per month. The aim is to arrange these trips as quickly as possible, no later than 60 minutes after the order. You may order an unshared trip by calling or via the app.

Order transport

- by calling (local network charge/mobile call charge)
 - **tel. 029 151 3230** (Finnish and English)
 - **tel. 029 151 3250** (Swedish)
- through the app or online
 - request a personal link to the app at matkatilaus@luvn.fi
- by e-mail
 - **matkatilaus@luvn.fi**
- by SMS
 - tel. +358 45 490 0688 (Finnish and English)
 - tel. +358 45 490 4587 (Swedish)
 - E.g., "Trip: Clive the Client, Pick-Up Address 1 A 2 Espoo, Destination Address 2 A 3 Helsinki. Departure on 5 May 2023 at 12:30. Work. Others: 1. A dog."

You may order trips around the clock, every day of the year.

When ordering, please include the following:

- your name or client number
- pick-up and destination addresses (information on the return journey, if applicable)
- pick-up time or requested arrival time (the time you should arrive)
- type of travel, e.g. work or leisure
- if you wish to stop along the way (address of the stop location)
- number of persons travelling
- possible assistive equipment, animals or luggage

Please note!

You cannot order transport directly from the driver unless you have a separate designated taxi decision. However, you may order a return trip directly from the driver on your way to a destination without a designated taxi decision. The return trip must start at the destination's address, and it must fit the driver's schedule.

In decision-related matters, please contact the Disability Services (Disability Services Act) or Senior Info (Social Welfare Act).

The wellbeing services county will not compensate for trips made with other service providers' cars.

3 Order confirmation

You will receive an order confirmation for your transport order by SMS, by e-mail or via the app. It will show you the estimated time of pick-up, the estimated duration of the trip, the driver's name and the first part of the vehicle registration number.

If the transport does not arrive during the pick-up period specified by the broker, contact customer service. Customer service will investigate the situation and order a new car if necessary.

4 Cancelling transport

You must cancel the transport you have ordered no later than 60 minutes before the agreed-on pick-up time. If you do not cancel the trip in time, you will use one trip. For a justified reason, such as a medical emergency, you may cancel the trip less than 60 minutes before the time of departure. In this case, the trip will not be deducted from your available trips. If the transport is more than 30 minutes late from the promised pick-up time or cannot be arranged, you can cancel the trip without losing a trip.

5 Travel and payment

At the beginning of your trip, show the driver a photo ID card, disability card, passport or other certificate with your photo, name and year of birth on it. This way, the driver can make sure that they have picked up the right client.

If you continue your trip outside the travel area assigned to you, you will have to pay the driver the price of the trip outside your travel area. The price of the trip you have ordered is determined by the broker, and the driver will tell you the price.

You will always pay a co-payment for your trip. Co-payments are invoiced monthly in arrears. You may apply for an exemption from co-payment from the Western Uusimaa Wellbeing Services County. If you have been granted a co-payment exemption, you do not have to pay co-payment. The exemption is entered in your client profile. Valid co-payments are available on the luvn.fi website by searching for "co-payment" on the website.

6 Evaluate the trip and give feedback

After the trip, you can use the app or SMS to evaluate the trip. The evaluation is voluntary. The Western Uusimaa Wellbeing Services County uses feedback to develop transport services.

Your evaluation also affects how drivers will receive transport orders. The broker rewards good drivers by assigning them more trips.

You can give feedback

- on the luvn.fi website, search "The feedback service"
- by e-mail kuljetuspalautteet@luvn.fi
- by SMS +358 45 739 59250 (for the deaf and hard of hearing)
- by calling (local network charge/mobile call charge)
 - tel. 029 151 2000 Luvn Customer Service

When giving feedback, please provide the following information:

- your name and contact details
- which trip your feedback concerns, date and time
- what happened

7 Driver's tasks and other passengers

The transport service provider must assist the client in matters related to the trip, such as getting in and out of the car, moving goods and aids and fastening the seat belt. Generally, the driver will pick you up from the front door of the building and take you to the front door.

One escort or assistant may travel with you free of charge. Escorting means assisting you before, during and immediately after the trip.

Mention that you have an escort or assistant when you order a trip. The escort or assistant is picked up and dropped off at same address as you. In exceptional circumstances, it is possible to pick up your assistant at a different address, but this may not extend the trip by more than two kilometres. Mention your intermediate stop when ordering a trip. You may also travel with family members or other loved ones in addition to an escort or assistant:

- The escort or assistant travels free of charge, but others travelling with you must pay the price of a public transport ticket directly in the car.
- A maximum of four persons may travel in one car in addition to the driver.
- Please mention the number of persons accompanying you when ordering your trip.

8 Transport sharing

Transport is shared whenever possible and reasonable in terms of travel time and costs. If you have been granted the right to travel alone, you will not share trips with others.

You may apply for the right to travel alone from:

- **Disability services** in the case of transport services under the Disability Services Act.
- **Senior Info** in the case of transport services under the Social Welfare Act.

All modes of transport available for transport services are utilised in transport sharing. In shared transport, the travel time may be extended by a maximum of 30 minutes compared to direct transport. The requested time of arrival indicated when placing the order will not change due to transport sharing. All passengers will use one trip. The client will pay a co-payment for all trips. Transport related to work and studying will be shared if it is possible to reach the workplace or location of study before the starting time. Shared transport related to work and studying will be introduced when the kilometre and euro walled model is in use.

The trips of disabled veterans and veterans will not be shared.

9 Stops during travel

During a one-way trip, you have the right to a reasonable stop or detour to use a service. This intermediate stop is not mentioned in the transport service decision. Necessary, short stops of up to 10 minutes along the route are possible if needed. Up to 2 kilometres may be added to the length of the trip. Such stops may include, for example, visiting an ATM or dropping a letter in a mailbox. Mention your intermediate stop when ordering a trip. If the stop takes more than 10 minutes, another trip will start.

You have the right to drop off or pick up a child from a day-care centre during a one-way trip, if this is mentioned in the transport service decision. It may take more than 10 minutes to drop off or pick up the child from the day-care centre. Mention that you will pick up or drop off a child from a day-care centre when ordering the trip and give the address of the day-care centre.

10 Transferring trips

If you have unused trips, a maximum of two one-way trips will be automatically transferred for the next month.

11 Trips in other parts of Finland under the Disability Services Act

If you have a decision on transport services under the Disability Services Act, we may also reimburse you for trips you have made elsewhere in Finland for receipts in special cases. You may apply for reimbursement if you temporarily stay in a municipality outside your travel area.

Chaining trips is not allowed. You may travel outside your designated travel area at your own expense. You cannot apply for a reimbursement for receipts for the part of trip outside your travel area.

To be reimbursed, you must have a valid transport service decision and trips remaining for the month in question. If your trip is reimbursed, your number of trips will be reduced by one. Temporary trips made elsewhere in Finland outside your municipality of residence or functional neighbouring municipality may be reimbursed afterwards for a maximum of €41 per one-way trip against receipts. In this case, transport will consume the right to travel according to the same principles as transport from your municipality of residence. The co-payment will be deducted from the reimbursement. The co-payment is determined in accordance with the social welfare and health care client fees of the Western Uusimaa Wellbeing Services County.

When you travel in another region, you should order the transport from a local taxi company and pay for the trip yourself. For instructions on applying for reimbursement, see chapter 13. Applications for reimbursement are processed on a case-by-case basis.

12 Disruptions and damages

The Western Uusimaa Wellbeing Services County reports disruptions primarily on their website at luvn.fi. If you cannot contact the customer

service by phone within a waiting time of 15 minutes, you can order transport from another service provider and apply for reimbursement for a receipt. If the transport does not arrive during the pick-up period specified by the broker, contact customer service. Customer service will investigate the situation and order a new car if necessary.

13 Applying for reimbursement

The application for reimbursement must be accompanied by:

- original receipt or copy of receipt
- a free-form report of why you are applying for reimbursement
- transport information, addresses and times
- name of the client
- name of the payee
- account number of the payee

In addition, in case of a disruption:

- order date and time
- the phone number from which you tried to call the broker

Submit the reimbursement application to

- henkilokuljetukset@luvn.fi or
- Western Uusimaa Wellbeing Services County
Passenger Transport Services
Tekniikantie 15
02150 Espoo

Fill in the reimbursement application directly on the luvn.fi website

- you can find the form by searching for "receipt reimbursement application" on the website.

Reimbursement applications are processed on a case-by-case basis, taking the overall situation into account. The call details are also checked.

14 Unauthorised use of the service

The right to transport services is personal and may not be transferred to another person. The service may not be used for health care trips reimbursed by Kela.

The wellbeing services county monitors the use of the service. If you use the service in violation of instructions or fraudulently, you will be charged for the costs. The Wellbeing Services County will investigate any unauthorised use on a case-by-case basis. After using the service in violation of instructions or fraudulently, you must first pay for the trips yourself and apply for reimbursement of the costs afterwards for receipts following the decision-maker's instructions.

15 Client profile and data privacy

To travel, you have a client profile that contains your personal data and transport information.

According to your client profile, you will receive:

- the right type of transport equipment: a passenger car or an accessible car and, if necessary, stairway assistance or a stair climber
- the assistance you need: e.g. fastening the seat belt
- order confirmation in the manner of your choice

The broker only processes the necessary personal data for the implementation of the service, and the client profile data is used only for the provision of the transport service.

Further information on transport services: henkilokuljetukset@luvn.fi