

Need a ride to the doctor or pharmacy? **No problem!**



Have you ever had to miss a doctor's appointment because you didn't have a ride or needed a little extra help getting around? We have partnered with SafeRide to offer health-related transportation coverage to our members in select Medicare Advantage plans.

SafeRide Transportation benefits include:

- Coverage for 12 one-way trips per calendar year
- \$0 cost-share
- 50-mile limit per ride
- Trip must be health-related (see chart on back for listing)
- Non-emergency trips only
- Different modes of transportation available depending on your mobility needs

How to set up a ride using the transportation benefit:

It's simple! Just call SafeRide at 1-888-617-0270 (TTY 711), 8 a.m. - 8 p.m. Monday through Saturday.

The more notice the better when it comes to booking a ride! SafeRide offers pre-scheduled rides, perfect for planning ahead (scheduled a day or more in advance), and on-demand rides, for those last-minute appointments.

Rides must be scheduled at least two hours before your pick-up time. You must cancel rides at least three hours before the scheduled pick-up time. If not, the ride will be deducted from your annual ride balance.

Please note:

The first time you call it may take a little longer because they will ask you questions about your preferences and possible future needs.

DIFFERENT MODES OF TRANSPORTATION AVAILABLE	DESCRIPTION	APPROPRIATE USE SITUATIONS
Independent rideshare contractors (e.g., Lyft, Uber)	Basic drop off, curb-to-curb	Member is independent and doesn't need help getting in or out of the vehicle
Ambulatory NEMT (non-emergent med transport)	Door-to-door service in a sedan	Member can walk but needs a little assistance
Wheelchair van	Door-to-door service in a wheelchair accessible vehicle	Member uses a wheelchair and needs assistance, including possible 2-person assist
Stretcher	Door-to-door service, full assistance	Member needs full assistance
Non-emergency ambulance	Door-to-door service, full assistance	Member needs full assistance

Examples of covered health-related trips:

Alcohol abuse related treatment	Geriatrics	Pharmacy – associated to trip
Alternative medicine	Group therapy	Physical medicine & rehabilitation
Acupuncturist	Hearing centers	Preventive medicine
Advanced practice dental therapist	Hematologist	Primary care physician
Allergy & immunology	Hepatology	Psychiatrist
Anesthesiologist	Imaging services (X-Ray, MRI, CT etc.)	Physiotherapy
Audiologist	Immunizations	Podiatrist
Blood work	Infectious disease clinic	Psychologist
Cardiologist	Internal medicine	Pulmonologist
Chemotherapy	Lab services	Radiology
Chiropractor	Lamaze/other birthing class	Respiratory therapist
Cosmetic surgery/consult etc.	Nephrologist	Rheumatologist
Dentist	Neurologist	Speech therapy
Denturist	Nutritionist	Smoking cessation
Dermatologist	Obstetrics & gynecology	Sleep study
Diagnostics	Occupational therapy	Surgery: inpatient
Dialysis	Oncologist	Surgery: outpatient
Drug abuse related treatment	Ophthalmologist	Surgery: pre-op
Durable medical equipment supply	Optometrist	Surgery: post-op
Emergency medicine (ER)	Orthopedist	Urgent care facility
Endocrinologist	Orthotics	Urologist
Family practice	Otolaryngologist (ENT)	Vision centers
Flu shot	Pain management	Wound care centers
Gastroenterologist	Pharmacy – direct trip	

* This benefit is not included in all plans.

QUESTIONS?

Call Customer Care at 1-877-883-9577 (TTY 711) 8 a.m. – 8 p.m. Monday through Saturday.

A nonprofit independent licensee of the Blue Cross Blue Shield Association.

Excellus BlueCross BlueShield is an HMO plan and PPO plan with a Medicare contract. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.

SafeRide® is an independent company, offering transportation services in the Excellus BlueCross BlueShield service area.