

# Transportation



Select UnitedHealthcare Medicare Advantage plans offer **no-cost transportation** to and from non-emergency appointments for members, **improving access to care** and helping members take advantage of their plan.

**No-cost transportation to medical appointments, pharmacies, dental, hearing and vision appointments**

## Why UnitedHealthcare?

- Nearly 99% fulfillment rate and on-time rate\*.
- 4.8/5 post-ride satisfaction\*.
- Select plans allow members to be transported to additional locations like the grocery store and gym.



## How does it work?

- The routine transportation benefit serves Non-SNP, D-SNP, C-SNP and select I-SNPs.
- Members with the routine transportation benefit receive between 12 and an unlimited number of trips depending on their plan benefit. A trip is considered one way (with a limit of 50 or 75 miles); a round trip is considered two trips.
- Pick-up locations include provider offices, medical facilities, pharmacies, hearing and vision appointments and additional locations based on plan.
- There are two national vendors that facilitate transportation: SafeRide Health and ModivCare. Most members with a routine transportation benefit will be serviced through SafeRide. Both vendors contract with local transportation companies, Lyft and Uber, to provide rides to members based on the plans in the market.
- Members can go online or call to schedule their ride.
  - Members can locate the vendor's phone numbers on their Vendor Information Sheet, which is provided with their enrollment materials.
  - Members with ModivCare will access ModivCare Member Portal to schedule, view and cancel trips, as well as see the number of trips they have taken.
  - Member with SafeRide will access the SafeRide Member Booking platform via a Single-Sign-On from their UnitedHealthcare member site to view, schedule, cancel and activate will call trips, as well as see remaining trip counts.

## How can you support your members?

- Help members know what to expect for 2025 and how to get the most out of their plan.



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