

# Need a ride to the doctor? Your plan covers that.

You can now get a ride to and from your doctor visits at no charge

As a Kaiser Permanente Medicare health plan member, you can get a ride to and from your appointments at no cost. Your plan covers up to 24 one-way trips (50 miles per trip) per calendar year.

## To use this service, you must:

- Be a Kaiser Permanente Medicare health plan member
- Be going to a medical service covered under your plan

## You can get rides for:

- Doctor appointments
- Medical services such as lab or X-ray
- Picking up medications or medical equipment

## Types of transportation:

The following types of transportation are available:

- Rideshare, taxi, or private transportation service. This includes accommodating walkers and wheelchairs that are collapsible and can fit in the trunk.
- Wheelchair van or gurney van service is restricted to those who are not able to sit in a private vehicle for the duration of the ride.

## To schedule a ride:

- For rideshare, taxi, or private transportation service, call **1-877-930-1477 (TTY 711)**.
- For wheelchair van or gurney van service, please **request the service through your doctor**. Your doctor will prescribe the right type of transportation for your medical condition.
- Request your ride at least 3 business days (Monday through Friday) before your appointment. If you have an urgent last-minute appointment, call as soon as you can, and we'll try to accommodate you.

## When you call, have the following information ready:

- Your Kaiser Permanente ID card
- The date and time of your appointment
- Your departure and destination addresses
- If you'll need a return trip
- If anyone will be traveling with you (like a family member or caregiver)

**If you have a medical emergency, call 911.**

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.