

# 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 San Francisco Health Service System member with a Kaiser Permanente Medicare health plan, 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
- Be able to get to and from your residence to the vehicle, and from the vehicle to the medical facility, without any help from the driver – you can, however, bring a family member, friend, or caregiver to help you

### You can get rides for:

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

### To schedule a ride:

- Call Kaiser Permanente's transportation provider at **1-877-930-1477 (TTY 711)** 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
- The address where you need to be picked up and the address where you're going
- If you'll need a return trip
- If anyone will be traveling with you (like a family member or caregiver)

### Types of transportation:

- Depending on need and availability, our transportation provider will determine whether you'll get a rideshare, taxi, or private transportation service.

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

To schedule a ride, call our transportation provider at **1-877-930-1477 (TTY 711)**.

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